SNOWY MONARO
REGIONAL COUNCIL

BUSINESS PAPER

PUBLIC EXHIBITION COPY

Ordinary Council Meeting
21 June 2018

CONFLICTS OF INTEREST

A conflict of interest arises when the Mayor or Council staff are influenced, or are seen to be influenced, in carrying out their duties by personal interests. Conflicts of interest can be pecuniary or non-pecuniary in nature.

A pecuniary interest is an interest that a person has in a matter because of a reasonable likelihood or expectation of a financial gain or loss.

A non-pecuniary interest can arise as a result of a private or personal interest, which does not relate to money. Examples include friendship, membership of an association or involvement or interest in an activity.

The Mayor or staff member who considers they may have a conflict of interest should read Council Policy.

The responsibility of determining whether or not the Mayor or Council employee has a pecuniary or non-pecuniary interest in a matter, is the responsibility of that individual. It is not the role of the Mayor or General Manager, or another Council employee to determine whether or not a person may have a conflict of interest.

Should you be unsure as to whether or not you have a conflict of interest you should err on the side of caution and either declare a conflict of interest or, you should seek the advice of the Director General of Local Government.

The contact number for the Director General of Local Government is 4428 4100.

COUNCIL CODE OF CONDUCT

The Council Code of Conduct is a requirement of Section 440 of the Local Government Act 1993, which requires all councils to have a code of conduct to be observed by the Mayor, members of staff and delegates of the Council attending a Council meeting or a meeting of a committee of Council.

The code of conduct sets out the responsibilities of the Mayor and Council employees attending a Council meeting or a meeting of a committee of Council. The code also sets out how complaints against a Council employee, the Mayor or General Manager are to be made.

COUNCIL CODE OF MEETING PRACTICE

The Council Code of Meeting Practice is a requirement of Section 360(3) of the Local Government Act 1993, which requires all councils to have a code of meeting practice. The code of meeting practice is to be observed by the Administrator, members of staff, delegates of the Council and members of the public attending a Council or a meeting of a committee of Council.

Acknowledgement of Country

Council wishes to show our respect to the First Custodians of this land the Ngarigo, Walgalu, Ngunnawal and Bidhawal people and their Ancestors past and present.

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Webcasting

Council meetings are recorded and live streamed to the internet for public viewing. By entering the Chambers during an open session of Council, you consent to your attendance and participation being recorded and streamed on Councils website www.snowymonaro.nsw.gov.au

ORDINARY COUNCIL MEETING
TO BE HELD IN COUNCIL CHAMBERS, 81 COMMISSIONER STREET, COOMA NSW 2630

ON THURSDAY 21 JUNE 2018
COMMENCING AT 5.00PM

BUSINESS PAPER

1. APOLOGIES/REQUESTS OF LEAVE OF ABSENCE

2. CITIZENSHIP CEREMONY

3. PRESENTATIONS

4. PUBLIC FORUM
4.1 Peter Cocker – DA0014/16 – East Jindabyne

5. DISCLOSURE OF INTEREST
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Nil

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22.1 Therry Street Development

Item 22.1 is confidential in accordance with s10(A)(2)(di) of the Local Government Act because it contains commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it and discussion of the matter in an open meeting would be, on balance, contrary to the public interest.

22.2 Recruitment of the General Manager's Position

Item 22.2 is confidential in accordance with s10(A)(2)(a) of the Local Government Act because it contains personnel matters concerning particular individuals (other than councillors) and discussion of the matter in an open meeting would be, on balance, contrary to the public interest.

22.3 Council Property - Town View, Waterworks Hill, Bombala

Item 22.3 is confidential in accordance with s10(A)(2)(di) of the Local Government Act

because it contains commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it and discussion of the matter in an open meeting would be, on balance, contrary to the public interest.

22.4 Report on Burra Road and Bridge Over Burra Creek

Item 22.4 is confidential in accordance with s10(A)(2)(a) of the Local Government Act because it contains personnel matters concerning particular individuals (other than councillors) and discussion of the matter in an open meeting would be, on balance, contrary to the public interest.

22.5 Request to Purchase Council Land in Percy Harris Street Leesville

Item 22.5 is confidential in accordance with s10(A)(2)(dii) of the Local Government Act because it contains information that would, if disclosed, confer a commercial advantage on a competitor of the council and discussion of the matter in an open meeting would be, on balance, contrary to the public interest.

DRAFT MINUTES

9.1 JINDABYNE MEMORIAL HALL SECTION 355 COMMITTEE MEETING MINTUES

Record No:

Responsible Officer:	Director Operations & Infrastructure
Author:	Asset Manager
Attachments:	1. Minutes of Jindabyne Memorial Hall Section 355 Committee Meeting - 8 May 2018 ⇩

EXECUTIVE SUMMARY

A copy of the minutes from the Jindabyne Memorial Hall Section 355 Committee Meeting held on 8 May 2018 are attached for Council's consideration.

OFFICER'S RECOMMENDATION

That Council receive and note the minutes of the Jindabyne Memorial Hall Section 355 Committee held on 8 May 2018.

QUADRUPLE BOTTOM LINE REPORTING

1. Social

Council meets its social obligations by attaining the objectives of Key Direction Four of the Community Strategic Plan Delivery Program by supporting volunteer groups for Section 355 Committees.

2. Environmental

The Jindabyne Memorial Hall Committee assists in enhancing the visual impact for hall users, the community and visitors to the township.

3. Economic

Continued maintenance and repair works for Jindabyne Memorial Hall have been provided for in Halls 1550 Cost Centre and Work Order OP1000001 2018 Budget.

4. Civic Leadership

This Section 355 Committee is an Advisory Committee.

Advisory Committees provide recommendations to Council. The facilities are managed by Council including bookings, repairs, purchasing and financial accounts.

Management Committees manage the facility themselves for example bookings, repairs, purchasing and financial accounts.

Council is demonstrating leadership by assisting in the improvement and enhancement of our Shire's Community Facilities with the assistance of Section 355 Committees and Community Volunteers.

Jindabyne Memorial Hall 355 Committee Meeting

Held at the Memorial Hall on May 8th at 1.30pm.

Meeting opened 1.35pm.

Present: Greta Jones, Jenny Colin, Nancy Gant-Thompson, Chrissi Webb, Lois Merriman.

Apologies: Lorraine Thomas (SMRC), Gunther Probst.

Mail In: 1. Email from Erin Donnelly to say 355 committee is to continue as is until November 2018 .

2. Email from Chrissi Webb regarding the not so user friendly curtain tracks in the Supper room.

Mail Out: Email to all committee members regarding a proposed fund raising "Revolve Your Arts" event to raise funds for the upgrade of the memorial Hall front foyer. All members agreed to this and a proposal was put to council for the free use of the hall over 5 days during the school holidays in July 2018. Lois Merriman motioned this proposal and Gunther Propst 2nded it.

Business Arising From Previous Minutes.

1. Nancy Gant Thompson asked what progress had been made regarding the new power point to be installed in the supper room.
   Lois was able to reply to Nancy that the preferred electrician Greg Louder was well aware of the job and would be doing it when he could schedule it into his itinerary. It was a time consuming job and would be done as soon as he had the time.

General Business.

1. **Re supper room curtain tracks.** Lois explained that the broken curtain hook slides had been removed and replaced with new ones and the curtains rehung. This was a ongoing problem with hall users yanking on the curtains and breaking the runners. Lois said she has a small supply of runners in the cleaners cupboard and replaces the broken ones when necessary. Jenny said she has more runners at home and would give them to Lois for use in the supper room.
2. **Revolve your Arts. July 13th to 16th.** Lois explained how she saw the sale working. She also said the dates chosen was because it was then school holidays and the hall would not be being used by other groups at that time.
3. **April Council Meeting.** Lois Showed committee members the minutes of the April Thursday 19th meeting minutes where is it stated that the Jindabyne Memorial Hall 355 Advisory Committee was being considered to change into a Management

Committee. And that the advisory committee would continue as is until November 2018 by which time the Council would have a better understanding of how they wanted the committee to be run. Election of committee positions would also be held at this time. Council will consult with the community, advertise expressions of interest and appoint new members over the next few months.

Meeting closed 2.30pm

9.2 ADOPTION OF RECOMMENDATIONS FROM THE SNOWY MONARO LOCAL TRAFFIC COMMITTEE MEETING HELD ON 31 MAY 2018

Record No:

Responsible Officer:	Director Operations & Infrastructure
Author:	Development Engineer
Attachments:	1. LTC Minutes of 31 May 2018 meeting_31052018_MIN_990 ⇩

EXECUTIVE SUMMARY

The Snowy Monaro Local Traffic Committee met on 31 May 2018 at the Snowy River Health Centre in Jindabyne. The Committee's recommendations are presented for Council's consideration and adoption.

OFFICER'S RECOMMENDATION

That Council:

A. Receives and notes the minutes of the Snowy Monaro Local Traffic Committee meeting held on 31 May 2018; and
B. Adopts the Snowy Monaro Local Traffic Committee recommendations LTC 18/18, 19/18, 20/18 and 21/18 of 31 May 2018

RECOMMENDATION OF THE SNOWY MONARO LOCAL TRAFFIC COMMITTEE – 31 MAY 2018

7.1 L'ETAPE EVENT TRANSPORT MANAGEMENT PLAN FOR THE ANNUAL CYCLING EVENT PROPOSED TO BE HELD ON 1 DECEMBER 2018

LTC18/18

That Council:

A. Provides in principal support of the Traffic Management Plan (TMP) as dated 10th April 2018 for local and regional roads being Eucumbene Road, Rocky Plains Road, Middlingbank Road, Myack Street, Dalgety Road, Campbell Street, Snowy River Way and Barry Way subject to providing a parking management plan;

B. Approves the installation of 'No Stopping' signs in Thredbo Terrace for the duration of the event as detailed in the Event Traffic Control Plan.

7.2 KALKITE STREET RECONSTRUCTION, JINDABYNE, REVISED PROPOSAL SHOWING REGULATORY SIGNS AND TRAFFIC CONTROL DEVICES

LTC19/18

That Council provides In Principal support of the regulatory signs for the Kalkite Street reconstruction project

7.3 INSTALLATION OF NO STOPPING AND BUS ZONE SIGNS AT THE BUS TURNING AREA, RAINBOW DRIVE, TYROLEAN VILLAGE

LTC20/18

That Council approves the No Stopping signs and Bus Zone signs in the bus turning area in Rainbow Drive, in accordance with the referenced sign numbers and at the locations indicated in Attachment 1 of the Snowy Monaro Local Traffic Committee Business Paper, Item 7.3.

7.4 DOUBLE BARRIER LINE MARKING IN CAPTAIN ROBERTSON DRIVE AND ROAD 2, MT BURRA ESTATE SUBDIVISION

LTC21/18

That Council approves the double barrier line making in accordance with the construction drawing by K & C Brown and Associates being, Drawing number 3117 TM1 , Sheets 28 and 29, Amendment B and dated 18th April 2018. Line marking shall be installed in accordance with AS1742.2.

SNOWY MONARO
REGIONAL COUNCIL

Minutes

Snowy Monaro
Local Traffic Committee Meeting

31 May 2018

LOCAL TRAFFIC COMMITTEE MEETING
HELD IN SISTER PASSMORE ROOM, SNOWY RIVER HEALTH CENTRE, THREDBO TERRACE, JINDABYNE NSW 2627

ON THURSDAY 31 MAY 2018

MINUTES

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MINUTES OF THE LOCAL TRAFFIC COMMITTEE MEETING HELD IN SISTER PASSMORE ROOM, SNOWY RIVER HEALTH CENTRE, THREDBO TERRACE, JINDABYNE NSW 2627

ON THURSDAY, 31 MAY 2018 COMMENCING AT 9.30AM

PRESENT:	Mr Volker Georgi	Chair, SMRC Development Engineer
	Sergeant Steve Banner	NSW Police Force Representative
	Mrs Judie Winter	Local MP Representative
	Mr Jesse Fogg	Roads & Maritime Services (RMS) Representative
	Gary Shakespeare	Group Manager - Transport Infrastructure
	Graham Hope	Road Safety Officer
	Amanda Shepherd	Governance Administration Officer
Absent:	Deputy Mayor Miners	Council Representative

1. OPENING OF THE MEETING

The Chair opened the meeting at 9.50AM

2. APOLOGIES

Nil

3. DECLARATIONS OF PECUNIARY INTERESTS/CONFLICT OF INTEREST

NIL.

4. ADOPTION OF MINUTES OF PREVIOUS MEETING

4.1 LOCAL TRAFFIC COMMITTEE MEETING 5 APRIL 2018

COMMITTEE RECOMMENDATION		**LTC17/18**
THAT the minutes of the Local Traffic Committee Meeting held on 05 April 2018 are confirmed as a true and accurate record of proceedings.		
Moved Ms Winter	**Seconded Mr Fogg**	**CARRIED**

5. BUSINESS ARISING

NIL.

6. ACTION SHEET

Item	Reference	Date	Action	Comments	Target Completion Date	Responsibility
1	LTC10/18	5/04/18	**Adoption of Minutes of Previous Meeting - Local Traffic Committee Meeting 22 November 2017** THAT the minutes of the Local Traffic Committee Meeting held on 25 January 2018 are confirmed as a true and accurate record of proceedings.	No Action Required	May 2018	SMRC
2	LTC11/18	5/04/18	**Snowtunes 2 day event 31st August and 1st September 2018** That Council Approves the Snow Tunes Traffic and Transport Management Plan for the event on 31 August and 1 September 2018, subject to amending the "egress" TCP to reflect the correct dates.	Letter sent	May 2018	SMRC
3	LTC12/18	5/04/18	**Request from Michelle White to consider the extension of a School Bus route along Snowy River Way and Dalgety Road** That Council approves the school bus route extension from Dalgety Public school to 5054 and 4887 Snowy River Way and to 1535 Dalgety Road.	Letter sent	May 2018	SMRC
4	LTC13/18	5/04/18	**Request from Transport for NSW to consider options to extend the School Bus route along various roads in Bombala** That Council, whist having no objections in principle to the extension of a bus route in Bombala, requires further information on the exact route and the proposed bus capacity to properly assess and approve the extension.	Letter sent	May 2018	SMRC
5	LTC14/18	5/04/18	**Installation of second road hump just prior to Alpensee Weg turn off on Rainbow Drive, Tyrolean Village** That Council approves the installation of a Watts Profile Road Hump on Rainbow Drive between Alpensee Weg and the new road accessing Stage 2 of the Tyrolean subdivision subject to the following requirements: A. That allowance for pedestrians to cross the road at the road	Email sent	May 2018	SMRC

Item	Reference	Date	Action	Comments	Target Completion Date	Responsibility
			hump not be provided (ie no pram crossing provided in the kerb and gutter) B. That the design drawing be redrawn to scale and to appropriate drafting standards showing appropriate signs and line marking. C. That the road hump be relocated away from the new road intersection (slightly downhill).			
6	LTC15/18	5/04/18	**Proposed temporary road closure of Therry Street Bombala to hold a Young Driver Training Program on 24 May 2018** That Council approves the temporary road closure of Therry Street, Bombala, between Forbes and Caveat Streets, Bombala on 24th May 2018 from 9:00am until 3:00pm subject to: A. Copy of letters sent to emergency services informing of the temporary road closure. B. A copy of the Certificate of Currency of at least $20M stating SMRC as an interested party. C. Copy of a traffic control plan signed by an authorised person, subject to the following amendment: Identify the safe zone where waiting students will be held prior to and after having completed their turn on the skid area.	Letter sent	May 2018	SMRC
7	LTC16/18	5/04/18	**Kalkite Street Jindabyne Road Reconstruction, proposal showing regulatory signs and traffic control devices** That Council defer the approval of the Kalkite Street Road Reconstruction drawing showing regulatory signs and traffic control devices to the next Local Traffic Committee Meeting for the following matters to be	Email sent	May 2018	SMRC

Item	Reference	Date	Action	Comments	Target Completion Date	Responsibility
			considered: • Consultation between RMS and Council regarding pedestrian treatment; • Does the position of the pedestrian crossing create traffic conflict at the intersection on Park Road; • Clarification of bus zone and parking for the mobile library; • Centre line marking be provided on the plan from Snowy River Avenue to Kalkite Street; and • Give way line marking to follow the edge line.			

7. CORRESPONDENCE

7.1 L'ETAPE EVENT TRANSPORT MANAGEMENT PLAN FOR THE ANNUAL CYCLING EVENT PROPOSED TO BE HELD ON 1 DECEMBER 2018

Record No:

Responsible Officer:	Development Engineer
Key Direction:	2. Expanding Connections Within the Shire and Beyond
Delivery Plan Strategy:	DP2.3 Continually monitor and improve traffic management throughout the Shire.
Operational Plan Action:	OP2.6 Investigation into the use of appropriate Traffic Management measures as an aid to increase road safety throughout the Shire.
Attachments:	1. L'Etape Special Event TMP 2. L'Etape Appendix (A) *(Under Separate Cover)* 3. L'Etape Appendix (B) *(Under Separate Cover)* 4. L'Etape Section (1) *(Under Separate Cover)* 5. L'Etape Section (2) *(Under Separate Cover)* 6. L'Etape Section (3) *(Under Separate Cover)* 7. L'Etape Section (3a) *(Under Separate Cover)* 8. L'Etape Section (4) *(Under Separate Cover)* 9. L'Etape Section (5) *(Under Separate Cover)* 10. L'Etape Section (6) *(Under Separate Cover)*
Cost Centre	1505
Project	Snowy Monaro Local Traffic Committee (SMLTC)
Further Operational Plan Actions:	Nil

EXECUTIVE SUMMARY

Council has received a request from Lateral Event Management to consider and approve the Traffic Management Plan (TMP) and the temporary road closures to enable the event to take place. The SMLTC previously considered this event at its meeting on 12th October 2017. This event was successfully held on 2nd December 2017 and 3rd December 2016. It is unclear if there were any complaints or incidents as a result of the event last year. The main changes to this year's event is the location of the event village in Banjo Paterson Park, Parking to be provided at the clay pits and all competitors to finish in Jindabyne. The following officer's recommendation is submitted for Council's consideration.

COMMITTEE RECOMMENDATION **LTC18/18**

That Council:

A. Provides in principal support of the Traffic Management Plan (TMP) as dated 10th April 2018 for local and regional roads being Eucumbene Road, Rocky Plains Road, Middlingbank Road, Myack Street, Dalgety Road, Campbell Street, Snowy River Way and Barry Way subject to providing a parking management plan;
B. Approves the installation of 'No Stopping' signs in Thredbo Terrace for the duration of the event as detailed in the Event Traffic Control Plan.

Representative of the NSW Police	**Representative of the NSW RMS**
Representative of the State MP	**Representative of the Council**

7.2 KALKITE STREET RECONSTRUCTION, JINDABYNE, REVISED PROPOSAL SHOWING REGULATORY SIGNS AND TRAFFIC CONTROL DEVICES

Record No:

Responsible Officer:	Development Engineer
Key Direction:	2. Expanding Connections Within the Shire and Beyond
Delivery Plan Strategy:	DP2.3 Continually monitor and improve traffic management throughout the Shire.
Operational Plan Action:	OP2.8 Investigate and implement Traffic Management measures as an aid to increase road safety throughout the Region.
Attachments:	1. Kalkite Street Design - Response to LTC 2. Kalkite St Traffic Plan Response to LTC - PW comments_b
Cost Centre	1505 Service Delivery
Project	Snowy Monaro Local Traffic Committee
Further Operational Plan Actions:	

EXECUTIVE SUMMARY

The SMLTC considered the proposed traffic facility works for the reconstruction of Kalkite Street, Jindabyne at its previous meeting on 5th April 2018. The revised plan and a response to each point in the SMLTC meeting recommendation has been submitted and attached below for the SMLTC to consider.

The following officer's recommendation is submitted for Council's consideration.

COMMITTEE RECOMMENDATION	**LTC19/18**
That Council provides In Principal support of the regulatory signs for the Kalkite Street reconstruction project.	

Representative of the NSW Police	**Representative of the NSW RMS**
Representative of the State MP	**Representative of the Council**

7.3 INSTALLATION OF NO STOPPING AND BUS ZONE SIGNS AT THE BUS TURNING AREA, RAINBOW DRIVE, TYROLEAN VILLAGE

Record No:

Responsible Officer:	Development Engineer
Key Direction:	2. Expanding Connections Within the Shire and Beyond
Delivery Plan Strategy:	DP2.3 Continually monitor and improve traffic management throughout the Shire.
Operational Plan Action:	OP2.8 Investigate and implement Traffic Management measures as an aid to increase road safety throughout the Region.
Attachments:	1. Tyrolean Bus turning circle signage map 2. Tyrolean Bus shelter and Turning area email from G Marsh
Cost Centre	1505 Service Delivery
Project	Snowy Monaro Local Traffic Committee
Further Operational Plan Actions:	

EXECUTIVE SUMMARY

A request has been received from Council's Roads Section to install No Stopping and bus zone signs following a request from Geoff March. The email from Geoff is attached. He has raised a few other matters such as a reduction in the speed zone.

The following officer's recommendation is submitted for Council's consideration.

COMMITTEE RECOMMENDATION	**LTC20/18**
That Council approves the No Stopping signs and Bus Zone signs in the bus turning area in Rainbow Drive, in accordance with the referenced sign numbers and at the locations indicated in Attachment 1 of the Snowy Monaro Local Traffic Committee Business Paper, Item 7.3.	

Representative of the NSW Police	**Representative of the NSW RMS**
Representative of the State MP	**Representative of the Council**

7.4 DOUBLE BARRIER LINE MARKING IN CAPTAIN ROBERTSON DRIVE AND ROAD 2, MT BURRA ESTATE SUBDIVISION

Record No:

Responsible Officer:	Development Engineer
Key Direction:	2. Expanding Connections Within the Shire and Beyond
Delivery Plan Strategy:	DP2.3 Continually monitor and improve traffic management throughout the Shire.
Operational Plan Action:	OP2.8 Investigate and implement Traffic Management measures as an aid to increase road safety throughout the Region.
Attachments:	1. Mt Burra Estate - Stage 2 Line marking Plans
Cost Centre	1505 Service Delivery
Project	Snowy Monaro Local Traffic Committee
Further Operational Plan Actions:	

EXECUTIVE SUMMARY

The construction certificate drawings for the Mt Burra Estate subdivision have been approved by Council. The works include double barrier line marking in the new section of Captain Robertson Drive and Road 2. The full extent of the line marking in Captain Robertson Drive to the west from the intersection of Road 2 and in Road 2 past the T intersection may not be warranted. Double barrier line marking of the intersection may be desirable.

The following officer's recommendation is submitted for Council's consideration.

COMMITTEE RECOMMENDATION **LTC21/18**

That Council approves the double barrier line making in accordance with the construction drawing by K & C Brown and Associates being, Drawing number 3117 TM1 , Sheets 28 and 29, Amendment B and dated 18th April 2018. Line marking shall be installed in accordance with AS1742.2.

Representative of the NSW Police	**Representative of the NSW RMS**
Representative of the State MP	**Representative of the Council**

8. GENERAL BUSINESS

NIL.

9. MATTERS OF URGENCY

NIL.

10. NEXT MEETING

Thursday, 26 July 2018, 9:30am. (Cooma Library TBC)

There being no further business the Chair declared the meeting closed at 11:19am.

CHAIRPERSON

The above minutes of the Local Traffic Committee Meeting of Snowy Monaro Regional Council held on 31 May 2018 were confirmed by Committee at a duly convened meeting on 26 July 2018 at which meeting the signature hereon was subscribed.

10.1 SNOWY MONARO REGIONAL COUNCIL ON-SITE SEWAGE MANAGEMENT SYSTEM PROGRAM

Record No:

Responsible Officer:	Director Environment & Sustainability
Author:	Environmental Officer - On-site Sewage Management
Key Direction:	4. Creating a Safer, Healthier and Thriving Community
Delivery Plan Strategy:	DP4.4.1.1 Protect our health and wellbeing of our community via regulation, enforcement, education and response.
Operational Plan Action:	OP4.25 Minimise the risk of disease and environmental harm from onsite sewerage system
Attachments:	1. Draft On-Site Sewage Management System ⇩
Cost Centre	1010 - Public Health and Environment
Project	On-site Sewage Management Program
Further Operational Plan Actions:	Nil

EXECUTIVE SUMMARY

The NSW Department of Local Government introduced the Septic Safe program following regulatory reforms introduced in 1998, in response to sewage contamination to the Wallace Lake Oyster leases. The contamination was the result of poorly maintained and managed septic tanks. The reforms were introduced to change Council's accountabilities and improve the ongoing Council management of on-site sewage management facilities throughout NSW. The Local Government Act was amended to ensure that all NSW Councils implement a systematic On-Site Sewage Management program and maintain a register of all systems.

The proposed On-site Sewage Management (OSSM) program will bring a uniformed approach to managing, monitoring and regulating the operation of OSSM's across the entirety of the Snowy Monaro region. The previous Cooma-Monaro and Snowy River Councils had existing programs, however these required updating. The proposed program outlines Council's strategy for managing Snowy Monaro Regional Council's approximate 4300 systems.

Substantial consideration towards the setting of fees for this program has been undertaken. The fee is set within Council's Revenue Policy and Fees and Charges have recently been advertised for the statutory 28 day period as part of Council's Integrated Planning and Reporting suite of documents and only one submission was received. The fee for 2018/19 financial year is $25 for each property operating an OSSM. This is to cover costs associated with the renewal of Operating Approvals, scheduled inspections, administration, monitoring costs, on-going support and education.

The fee is paid annually and attached to the invoice section of the rates notice as a service fee. This is charged under section 608 of the Local Government Act 1993 and is below the recommended renewal fee set by the Office of Local Government, Council Rating and Revenue Raising Manual.

The following officer's recommendation is submitted for Council's consideration.

OFFICER'S RECOMMENDATION

That Council adopt the Draft On-Site Sewage Management Strategy to ensure that legislative requirements are met and to ensure the preservation of our environment and the public health of our residents is protected.

BACKGROUND

Prior to the merging of the three former Councils, each area had differing programs and policies in place.

The former Snowy River Shire Council had an out-dated strategy and program adopted by Council in 2002 and was in need of review. There was an established OSSM register, which had recently undertaken a review and desk top study. At the time of merger there were significant charges to land owners in the form of a service fee within the invoicing section of the rates notice. However staffing limitations resulted in the program not meeting the service levels required to justify the charge. Therefore, post-merger the charge was reduced to a minimal fee for ongoing administration costs and became reactive by servicing conveyancing requests.

The former Cooma-Monaro Shire Council adopted its strategy in 2010 and reviewed it in 2014 and the OSSM program had not been fully implemented. There was an established OSSM register, a minimal renewal fee on the rates notice invoicing section and inspections were ad-hoc due to staffing constraints.

Former Bombala did not have a formal adopted strategy to meet legislative requirements however a separate policy prescribing the type of systems that could be installed existed, but there was no formal register.

When selling a property, part of the Requisitions on Title requires vendors to declare that all Council approvals are in place for the operation of an OSSM. Currently all conveyancing requests are charged an inspection fee and this also covers the cost of an Operating Approval.

For Snowy Monaro Regional Council to be progressive and meet legislative requirements the adoption of a new strategy is required.

To achieve this, the following needs to be undertaken;

- Consolidate existing data, identify systems which have not been captured in existing registers and establish a single comprehensive OSSM register.
- Categorise each system risk in accordance with the proposed strategy.
- Develop a cyclic inspection schedule based on the risk categories assigned to each system.

The proposed strategy will provide education, management strategies and remedial plans with operators of failing systems to achieve public health and environmental outcomes by;

- Providing information packages, practical on-ground advice and direction, which covers both commercial and domestic operators.

- Advising operators of best practice and maintenance strategies, including advice on sludge removal frequency. Enabling land owners to manage systems to achieve optimal operating levels, reducing potential costly replacement of systems and prolonging the life of disposal areas.
- Mapping system locations and disposal areas through the use of GPS technology.
- Providing a comprehensive inspection report to land owners/operators, which outlines the condition of the system and any upgrade or remedial works required.

Targeting high priority areas such as commercial entities will be an initial focus of the program. These include the systems of caravan parks on lake foreshores, accommodations and restaurants located in environmentally sensitive areas. Additional areas of focus will be systems on properties located within local water supply catchments and upstream of source water intakes. The northern Murrumbidgee catchment area that feeds the ACT source water supply will also be a priority.

QUADRUPLE BOTTOM LINE REPORTING

1. Social

The OSSM strategy sets the framework to address negative public health impacts from failing OSSM systems. The program is of minimal financial impact to the effected land holders based on the nominal fee set within Council's fees and charges, in comparison with other council areas.

2. Environmental

A bench marking exercise was undertaken to gauge neighbouring and like Councils' fees, level of program and service. The following table demonstrates that the fees set for this program are conservative compared to charging schedules at other Councils.

3. Economic

A bench marking exercise was undertaken to gauge neighbouring and like Councils' fees, level of program and service. The following table demonstrates that the fees set for this program are conservative compared to charging schedules at other Councils.

Council		Annual Fee	Non-scheduled Inspection Fee
Snowy Monaro		$25	$195 (2017/18)
Snowy Valleys		$30	$148
Yass Valley		$31	$130
Bega Valley	Low risk	$30	$127
	Med risk	$48	
	High risk	$63.85	
Queanbeyan Palerang	Low risk	1 system $43 2 systems $72 3 systems $100	$215
	High risk	1 system $107.50 2 systems $179 3 systems $250.50	

Round table discussions were undertaken with other Councils at a regional level meeting, to obtain feedback on the success and failures with their charging level and processes.

Estimated Expenditure	**Amount**	**Financial year**	**Ledger**		**Account string**														
Environmental Officer - OSSM	$66,100	2018/19	1	0	1	0	1	0	-	1	0	0	1	-	6	0	0	0	1
Vehicle	$12,000	2018/19	1	0	1	0	1	0	-	1	0	0	1	-	6	8	0	1	8
Administration	$5,000	2018/19	1	0	1	0	1	0	-	1	0	0	1	-	6	0	0	0	1
EHO support	$20,000	2018/19	1	0	1	0	1	0	-	1	0	0	1	-	6	0	0	0	1
Funding (Income/reserves)	**Amount**		**Ledger**		**Account string**														
OSSM Renewal Fee	$107,500	2018/19	1	0	1	0	1	0	-	1	0	0	1	-	4	0	0	5	4

4. Civic Leadership

The program is developed to ensure transparency, consistency and fairness in the manner in which Council deals with OSSM management.

The program not only complies with Council's legislative requirements but also implements a cost effective program in a rational manner.

SNOWY MONARO
REGIONAL COUNCIL
Stronger together Better together

On-Site Sewage Management Strategy

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Record of Versions

Date Published	Reason for Amendments	Resolution	Author/Document Owner

Uncontrolled document when printed. Please refer to intranet for controlled document

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1. Introduction

1.1. Background

Snowy Monaro Regional Council located in in the Southern Tablelands region of New South Wales and spans over 15162sqkm. Over 20,000 people live work and play in this area. The council area consists of over 14008 rate able properties and there are over 4500 identified On-Site Sewage Managements (OSSM) systems.

Recent research suggests around 70% of all on-site sewage management systems in New South Wales fail to meet health and environmental protection standards. As a result of the risks posed to public health and the environment by on-site sewage management systems, the New South Wales State Government requires that Council approval be sought by operators of these systems, and that Council provides supervision of the system operation.

The council area is supported by the Murrumbidgee and Snowy catchments. The Murrumbidgee catchment supports towns including Bredbo, Cooma and Michelago and the Snowy catchment supports towns including Bombala, Dalgety, Delegate and Jindabyne. The preservation and protection of these catchment areas are paramount and a major contributing factor in the formulation of this strategy.

1.2. Plan Status

This plan applies to all land within the Snowy Monaro Local Government Area that is not capable of being connected to the reticulated sewerage system of Council.

1.3. Purpose

The purpose of the Snowy Monaro Regional Council On-Site Sewage Management Plan is to enhance the management of on-site sewage management systems within our Local Government Area. The plan will provide for a reduction in the incidence of ineffective and failing systems, by implementing regular monitoring to ensure early detection and remediation of such systems.

The aim of this policy is to provide guidance for council when receiving applications, clarify the stages and related documents required and explain the on-going monitoring of systems once installed.

1.4. Objectives

The objectives of this strategy is to provide a framework to:

- Ensure transparency, consistency and fairness in the manner in which council deals with OSSM;
- Assess and regulate the design, installation and operation of OSSM systems in the Snowy Monaro Local Government Area
- Enhance and protect the environment and public health from potential OSSM impacts.
- Promote awareness of the on-going requirements with respect to operating an OSSM.

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1.5. Goals

Council's goal is to work together with the community, developers and service agents to ensure well managed and efficiently performing, on-site sewage systems, through correct installation, regular monitoring and education.

To achieve Council's goal the following actions will be taken:

- Council will maintain a database of all existing on-site sewage systems,
- Council's development standards will be reviewed and approval criteria for subdivisions and residential building will ensure that provision is made for the most appropriate, sustainable, on-site sewage management or reticulated effluent disposal when residential development occurs in non-sewered areas to ensure that the impacts of such devices on the environment and public health is minimized,
- Council will ensure that all land application areas comply with environmental and health protection standards and council's operating requirements, and
- Regular monitoring by Council of high risk systems, and continual monitoring of other risk categories,
- To map and maintain details of soil and site conditions and suitability for on-site sewage management systems,
- To adopt a partnership approach with householders and service agents to support continual improvement of on-site sewage management systems,
- To provide education and information for operators of on-site sewage management systems

2. Related Legislation and Guidelines

2.1. Legislation

- Local Government Act 1993
- Local Government (General) Regulation 2005
- Environmental Planning and Assessment Act 1979
- Environmental Planning and Assessment Regulation 2000
- Protection of the Environment Operations Act 1997

2.2. Standards and Guidelines

- AS/NZS 1546:1-3 On-site domestic wastewater treatment units
- AS/NZS 1547:2012 On-site domestic wastewater management
- AS/NZS 3500:2012 Plumbing and Drainage
- Plumbing Code of Australia 2016
- Environmental & Health Protection Guidelines: On-site sewage management for single households (the 'Silver Book'), NSW Department of Local Government, 1998
- NSW Guidelines for Greywater Reuse in Sewered, Single Household Residential Premises, NSW Department of Energy, Utilities and Sustainability, 2008

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3. Requirements for Application and Approvals

3.1. Subdivision or Rezoning

An on-site effluent disposal (land capability assessment) report prepared by a geotechnical engineer, soil geologist, soil scientist or other suitably qualified and competent person, experienced in on-site effluent disposal, shall accompany an application to subdivide or rezone in un-sewered areas.

The scale of information contained in a land capability assessment may vary, depending on the size and nature of the proposed development. The land capability assessment is a document written in a report format and contains sufficient details for Council to make an informed decision about the proposal.

The land capability assessment report shall provide the following:

- A site assessment of the subject property and soil capabilities on its suitability for the disposal of effluent on each of the proposed allotments that make up the subdivision. Hydraulic loading, wet weather storage, water and nutrient balance shall be included in the calculations. Calculations are to be included in the report.
- Soil test results in accordance with The Environment and Protection Guidelines 1998 - On-Site Sewage Management for Single Households and AS/NZS 1547:2012 for each allotment from the registered NATA laboratory used to test the soil.
- Mitigation measures where moderate or major limitations are identified within the soil parameters.

3.2. Approval to Install an On-Site Sewage Management System

Installation, construction or alteration of a waste treatment device or a human waste storage facility requires approval in accordance with the Local Government Act 1993 (Item 5 of Part C) of the Table to Section 68.

Applications to install new on-site sewage management systems in the Snowy Monaro Regional Council area shall be completed on Council's prescribed form and be accompanied by the following and the prescribed fee in accordance with Councils fees and charges.

3.2.1. Site and Soil Assessment Report

The report is to be prepared by an experienced and appropriately qualified wastewater consultant and in accordance with The Environment Protection Guidelines 1998 – On-Site Sewage Management for Single Households and AS/NZS 1547:2012.

The report shall provide or recommend for the following:

- A detailed site and soil assessment which takes into account the climate, topography, geology, hydrology and vegetation.
- Soil test results in accordance with The Environment and Protection Guidelines 1998 - On-Site Sewage Management for Single Households and AS/NZS 1547:2012 for each soil test required. Copies of NATA registered laboratory test results are to be provided with the report.

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- The most appropriate on-site sewage management facility to accommodate daily wastewater flows.
- The location and size, including dimensions of the most appropriate type of land application system.
- Mitigation measures where moderate or major limitations are identified within the soil parameters.

3.2.2. Site Plan

A site plan is to be provided with each new installation application showing the following:

- Drawn to a suitable scale.
- Distances of buildings and other structures from all boundaries.
- List all features within The Environment and Protection Guidelines 1998 - On-Site Sewage Management for Single Households and AS/NZS 1547:2012 to the set buffer distances.
- The position of on-site sewage system.
- The position of all drainage lines.
- The position and size of the land application area.

3.2.3. Manufacturers Specifications and Accreditation Certificate

Under the provisions of Clauses 40 and 41, Local Government (General) Regulation 2005, a local council must not approve of the installation of certain sewage management facilities unless they have been accredited by the NSW Department of Health. This is the only statutory role of NSW Health in on-site single domestic wastewater management.

The types of sewage management facilities to which accreditation applies include:

- Septic tanks
- Collection well
- Aerated wastewater treatment systems
- Greywater treatment systems
- Wet and Dry Composting and incinerating toilets available for purchase by retail.

A full list is detailed in Clause 40 of the above regulation and only includes sewage management facilities which treat sewage of a domestic nature from premises occupied by a maximum of 10 persons or where the average daily flow of sewage is less than 2000 litres.

Current Register of Accredited Sewage Management Systems can be found at www.health.nsw.gov.au.

Accredited sewage management facilities are required to provide the following prior to initial operating approval being issued:

- Full specifications of the on-site sewage management system to be installed.
- A copy of the current Certificate of Accreditation from the NSW Health Department.

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Buffer Distances for Effluent Disposal Areas

Feature	Buffer Distances (m)							
	Drip/Trickle Irrigation		Spray Irrigation		Subsurface Irrigation		Absorption System	
	Upslope	Downslope	Upslope	Downslope	Upslope	Downslope	Upslope	Downslope
Dwelling	6	3	15	15	6	3	6	3
Driveway	6	3	6	3	6	3	6	3
Path	6	3	3	3	6	3	6	3
Pool	6	3	6	6	6	3	6	3
Permanent Waters	100	100	100	100	100	100	100	100
Intermittent water, Dam	40	40	40	40	40	40	40	40
Property Boundary	6	3	6	3	6	3	12	3
Domestic Bore	250	250	250	250	250	250	250	250

3.3. Approval to Operate an On-site Sewage Management System

An Approval to Operate will only be issued, where the installation and operation complies with s68 of the *Local Government Act 1993* and the objectives of this strategy, therefore Council must be consulted prior to installation and approval obtained.

3.3.1. Existing Systems

To implement the approvals process:

- Audit the established OSSM databases to establish change of ownership and change of land details if subdivision has occurred.
- Complete a desktop study to identify any existing OSSM which do not appear on a database. Application forms to be sent to all identified owners.
- Complete a desktop audit to determine risk category for each application and determine how long the approval is valid for based on risk category.
- Once an application is received by Council, applicants are entitled to continue to operate their system until the application is finally determined, at which time the notice of the determination will be issued.
- The desktop audit of the applications received will assist in developing the inspection program based on potential or actual risk to public health and the environment.
- Approvals will be established/renewed.

3.3.2. New Applications

New applications for an Approval to Operate can be applied for in two different situations.

1. When a new development has occurred and a new on-site sewage management system has been installed. An Approval to Operate an on-site sewage management application shall is applied for as part of an Interim/Final Occupancy Certificate.
2. When a change of ownership of land has occurred. The Approval to Operate is issued to the operator/owner of the property and does not run with the land. New landowners are required to obtain their own Approval to Operate irrespective of whether the previous owner had an Approval to Operate or not.

The fee for an application for an Approval to Operate is available from Councils – Fees and Charges.

3.3.3. Renewal of Approval with Transfer of Title

Transfer of Ownership

- Title transfers and is updated in Council's property system on a regular basis.
- The Public Health and Environment section will be notified of all transfers by the Rates department monthly.
- New owners to be forwarded an Application for an Approval to Operate an On-Site Sewage Management System together with relevant information for new owners.
- Applications to be returned within 28 days of receipt.

The regulation provides that a person, who purchases land, a period of three months from the date on which the property is transferred to obtain their own Approval to Operate from Council . Additionally, a person who purchases (or otherwise acquires) land on which an on-site sewage management system is installed, applies for an approval within 28 days from the transfer of title, they may continue to operate the system until such time as the application has been processed.

4. Monitoring Program

Council is required to implement a monitoring program of existing systems and ensures these systems meet the environmental and health performance objectives set out in this strategy and in the Environmental Health and Protection Guidelines. This program also involves monitoring service documentation and on-site inspections.

At present there are approximately 4300 on-site sewage management systems in the Snowy Monaro Regional Council local government area. To carry out effective and ongoing inspections of this number of systems Council shall classify all systems into risk categories. Inspections are to be carried out at an interval appropriate to the individual systems risk assessment and operational status.

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4.1. Risk Categories

4.1.1. Domestic

New sites will be assessed in accordance with the OSSM Risk assessment Matrix (Appendix 1) at the time of approval and existing sites at the time of first inspection. The Risk category will determine the frequency of inspection, which are:

High - inspected every 1 - 3 years.

Medium – inspected every 4 - 6 years.

Low – inspected every 7 – 9 years.

4.1.2. Commercial

All Commercially used properties operating an OSSM will be classed as High risk. The frequency of inspections will be determined from the properties assessment in accordance with the OSSM Risk assessment Matrix (Appendix 1) at the time of approval and existing sites at the time of first inspection.

4.2. Inspection Process and Program

Council will inspect all systems in the Snowy Monaro Regional Council area. Those systems located within the village areas and other high risk areas are a priority and will be inspected initially. Properties within lower risk categories, particularly large properties will not be inspected as part of the initial inspection program unless a complaint is received. Properties will be inspected in accordance with the OSSM Risk Matrix. All inspections will be conducted in accordance with Councils inspection procedure.
The inspection process is outlined in Appendix 2.

4.3. Risk Review

4.3.1. Downgrade of risk rating

Property owners with OSSM systems rated as high or medium risk who have demonstrated a high level of care and maintenance of their system may apply to council to have their risk rating downgraded if they meet the following criteria:

a. No defects have been identified for the last 3 inspections (high risk) or 2 inspections (medium risk);
b. The property has remained in the same ownership during the above inspections;
c. The property is owner occupied (not tenanted or holiday rental);

For applications to downgrade an OSSM with a low risk rating, an assessment will also be undertaken in accordance with the risk assessment matrix in Appendix 1. Consideration will be given to the level of risk to public health and the environment when assessing the application.

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If the risk rating is downgraded, it may remain at the lower risk level if the following criteria are met:

a. No defects are identified at any subsequent inspection;
b. The property remains in the same ownership;
c. The property remains owner occupied (not tenanted or holiday rental)

Properties can only be downgraded by a maximum of three levels from their original risk assessment.

4.3.2. Upgrade of risk rating

Property owners with OSSM systems that are observed to be poorly preforming and/or that pose a risk to public health and/or the environment may have their risk rating upgraded if the following criteria are met:

a. Compliance action has been required pertaining to the operating performance of the OSSM; or
b. Defects have been identified for the last 2 inspections.

5. Fees and Charges

5.1. Annual Rates OSSM fees

A service fee will be included as part of the invoicing section of the rates notice for properties which operate an On-Site Sewage Management System. This fee is in line with the recommended fee as outlined in the Department of Local Government – Council Rating and Revenue Raising Manual.

The OSSM fees includes components for:

- Scheduled inspection
- Maintenance of OSSM data base
- Application & Renewal of Operating Approval

5.2. Conveyancing

Property owners with OSSM systems which require a current Operating Approval for the purpose of property sale will incur an inspection fee as set in Council's Fees and Charges.

5.3. Re-inspection

Property owners with OSSM systems which require a re-inspection due to system failure will incur an inspection fee as set in Council's Fees and Charges.

5.4. Ownership Transfer

New property owners with OSSM systems which require the transfer of a current Operating Approval will incur a transfer fee as set in Council's Fees and Charges.

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6. Responsibilities

6.1. Council

Snowy Monaro Regional Council responsibilities include:

- Ensuring approval is sought for the implementation and operation of on-site sewage management systems within the Snowy Monaro Regional Council area.
- Assessing approvals and proposed systems.
- Identifying all on-site sewage management systems within the Snowy Monaro Regional Council area.
- Supervising and monitoring the operating performance of each individual system by on-site inspections.
- Development and maintenance of a register of on-site sewage management systems within the Snowy Monaro Regional Council area.
- Identifying the potential risk posed by systems and classifying systems, as well as identifying sensitive areas.
- Enforcing compliance with operational standards, to protect public health and the environment, including orders and penalties for non-compliance.
- Determining renewal of approvals to operate an on-site sewage management system.
- Responding to complaints and pollution incidents.
- Considering long term goals and solutions for enhanced protection of public health, the environment and community amenity.
- Guiding system operators toward obtaining further information and assistance.
- Completing an overall risk assessment of the program as well as risk assessments to individual sub programs of this strategy.

6.2. Education

It is important that owners of On-site Sewage Management Systems understand how their system operates and the possible consequences of a faulty or mismanaged system. Older houses with on-site systems may have been bought and sold a number of times and current owners may not even know where the system is located.

Council recognises its responsibility to provide appropriate information to owners. This will be through a program of inspections and public education programs which will include informal education of owners of On-site Sewage Management Systems and distribution of information and fact sheets. It will also involve the education of service agents, plumbers, builders and developers to ensure a consistent approach in inspection and certification.

Council will provide “The Easy Septic Guide” to all new property owners and to all applicants of an Approval to Operate.

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6.3. Owners

The individual property owner is responsible for:

- Seeking approval to operate an on-site sewage management system from Council
- System operation and maintenance requirements
- Regular Maintenance – determine and understand the required maintenance for their system, including operating within the manufacturer's instructions, implementing conservative use of water and avoiding strong chemicals so as to maintain efficient system performance, and as a result extend the operational life of the system.
- Ensuring that their system is operating effectively and complies with approval conditions and statutory requirements, including not allowing wastewater to be discharged onto non-designated areas.
- Ensuring that no wastewater is discharged to any watercourse, either permanent or intermittent.
- In the case of Aerated Wastewater Treatment Systems, owners must ensure that maintenance and service contracts are current and operational as well as ensuring that the system is visited by a service provider in accordance with NSW Health Accreditation and a copy of that service report shall be forwarded to Council.
- Must ensure that occupants are provided with the necessary information and support to successfully operate and maintain their on-site sewage management system, in the case of absentee owners.
- Providing relevant information to Council as requested.

7. Enforcement

Council's enforcement powers should only be utilised when other approaches have failed. Council's enforcement procedures are outlined within Council's Enforcement Policy and is aimed at giving the property owner/occupier every opportunity to comply with Council's requests prior to enforcement proceedings being instigated.

Areas for investigation include the following:

- Operating without prior Council Approval
- Operating otherwise than in Accordance with terms of Approval
- Dwellings with inadequate or failed systems
- Pollution Incidents

8. Monitoring and Review

This policy may be reviewed and updated as necessary when legislation changes or policy requires it; or Councils functions, structure or activities change; or when technology advances or new systems change the way that Council manages OSSM.

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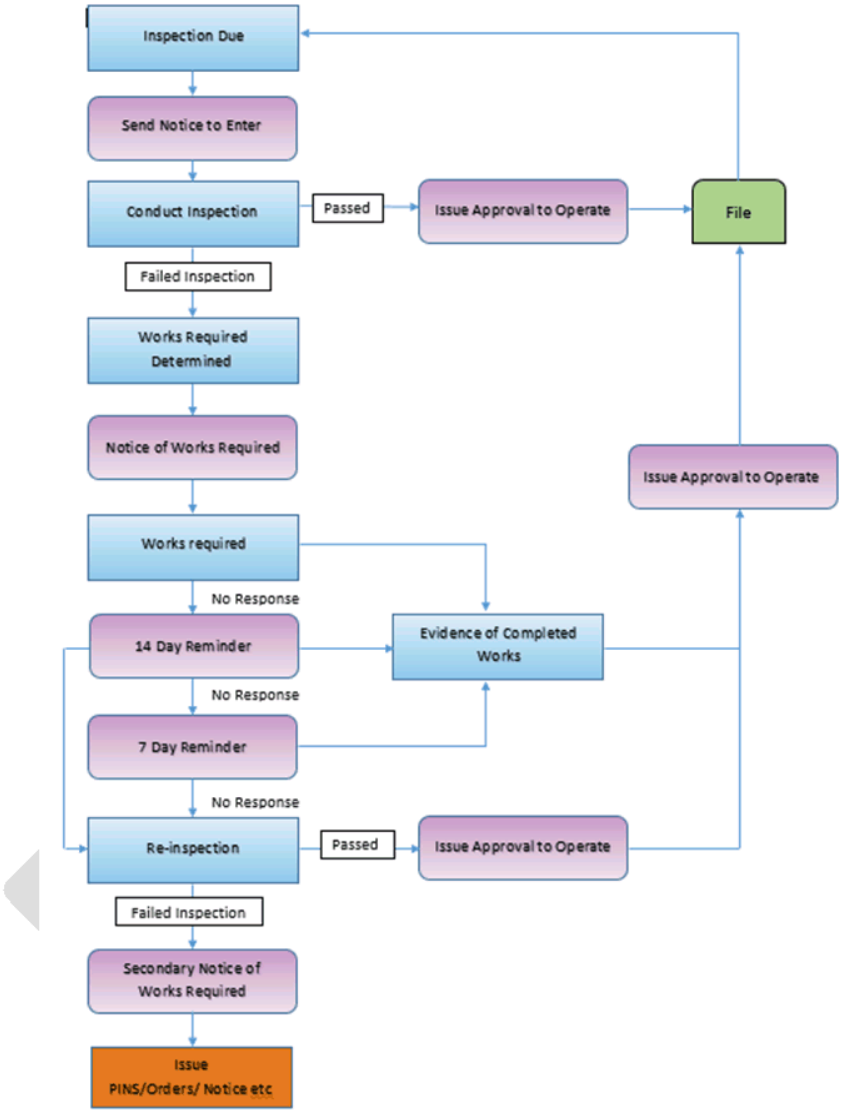
Appendix 1 – OSSM Risk Assessment Matrix - Domestic

RISK ASSESSMENT FACTORS	LEVEL OF RISK			COMMENTS
	HIGH	MEDIUM	LOW	
Land area	< 2Ha **90**	2 Ha - < 4 Ha **10**	4 - 100 Ha = **5** > 100 Ha = **0**	
Distance from waterbodies	< 40 m to depression/ dam/ intermittent water supply Or < 100m to permanent Surface water **30**	40 - 100m to depression/ dam/ intermittent water supply Or 100 - 150m to permanent Surface water **20**	> 100m to depression/ dam/ intermittent water supply Or > 150m to permanent Surface water **0**	
Water Supply	Access to reticulated supply **25**		No access to reticulated supply **0**	
Proximity to human Activity (buildings/ recreational lawn/ property boundaries, etc.)	> 6 m **20**	6 - 12m **10**	< 12m **0**	
Slope	Steep > 20 % **20**	Undulating / Sloping 10% - 20% **10**	Flat < 10% **0**	
Potential occupancy of dwelling (no. bedrooms)	> 4 Bedrooms + Serviced shed or Secondary Dwelling (including studio or Granny Flat) **15**	3 -4 Bedrooms **10**	< 3 bedrooms **0**	
Soil Type	Clay **15**	Loams **5**	Gravels, Sands & Sandy Loams **0**	
Pump used to convey effluent upslope to effluent management area	Primary treated effluent with no high level alarm on holding tank **10**	Primary treated effluent with high level alarm on holding tank Or Secondary treated effluent **5**	Effluent gravity fed down slope **0**	
Nearest Bore	< 250m **10**		> 250m **0**	
System specific considerations (e.g. high level alarms on collection wells) *Note: Effluent pump-out system considered high risk regardless of mitigation measures*		**10**		
TOTAL SCORE				
> 90 = High Risk > 200 = 1yr, 150 - 199 = 2yr, 90 - 149 = 3yr	30 - 89 = Medium Risk 70 - 89 = 4yr, 50 - 69 = 5yr, 30 - 49 = 6yr		0- 29 = Low Risk 19 - 29 = 7yr, 10 - 19 = 8yr, 0 - 9 = 9yr	
Commercial Assessment	All On-site Sewage Management system used for commercial purposes will have a risk rating of High. The frequency of scheduled inspections will be based on the assessed score using OSSM Risk Assessment Matrix		Yearly inspection = > 90 2 years = 30 - 89 3 years = < 30	

Appendix 2 – Inspection Flow Chart



11.1 LOCAL GOVERNMENT NSW ANNUAL CONFERENCE 2018

Record No:

Responsible Officer:	General Manager
Author:	Executive Assistant
Key Direction:	7. Providing Effective Civic Leadership and Citizen Participation
Delivery Plan Strategy:	DP7.1.1.2 Council's leadership is based on ethics and integrity to enable informed and appropriate decisions in the community's best interest.
Operational Plan Action:	OP7.7 Provide timely, accurate and relevant information to Council to enable informed decision making.
Attachments:	1. Local Government NSW Letter ⇩
Cost Centre	3020
Project	
Further Operational Plan Actions:	

EXECUTIVE SUMMARY

Council has been invited to attend the Local Government NSW (LGNSW) Annual Conference which will be held from Sunday 21 October to Tuesday 23 October 2018 at the Entertainment Centre, Albury.

This conference is the main policy making event for the local government sector. Voting delegates must be registered to attend the Conference and must be registered as a voting delegate. Snowy Monaro Regional Council must have 3 financial voting delegates in attendance for voting and motions during formal business sessions.

The following officer's recommendation is submitted for Council's consideration.

OFFICER'S RECOMMENDATION

That Council

A. Authorise the Mayor and the General Manager to attend the Local Government NSW Annual Conference in October 2018; and
B. Authorise two nominated Councillors to attend as the remaining voting members;
C. Authorise the expenditure and allocate an approximate amount of $4,000.00 in the 2018 Financial Year Budget with funding to be provided from Mayor and Councillor Conferences.

BACKGROUND

This Conference is the annual policy-making event for NSW general-purpose councils and our associate members.

QUADRUPLE BOTTOM LINE REPORTING

1. Social

It is the pre-eminent event of the local government year where local councillors come together to share ideas and debate issues that shape the way we are governed.

2. Environmental

There is no environmental impact.

3. Economic

The cost for this conference is listed below and attached.

Registration	
Early Bird	$ 969.00
After 4 May	$1,290.00
Late Registration	$1,429.00
Regional Sunday Forum	$ 445.00
General Assembly Delegate	$ 245.00
State of the Regions Report 2018-19 (Single Licence)	$ 260.00
State of the Regions Report 2018-19 (Organisational Licence)	$ 720.00
Networking Dinner Monday 18 June	$ 100.00
General Assembly Dinner, Tuesday 19 June	$ 130.00
Accommodation per night x 3 approximately	$ 300.00

Estimated Expenditure	Amount	Financial year	Ledger		Account string														
Registration x2	$1938.00	2018	G	L	3	1	1	0	6	0	0	5	2						
Regional Sunday Forum - Mayor	$ 445.00	2018	G	L	3	1	1	0	6	0	0	5	2						
General Assembly Delegate - Mayor	$ 245.00	2018	G	L	3	1	1	0	6	0	0	5	2						
State of the Regionals Report 2018-19 - Mayor	$ 260.00	2018	G	L	3	1	1	0	6	0	0	5	2						
Networking Dinner - Mayor	$ 100.00	2018	G	L	3	1	1	0	6	1	0	0	4						
General Assembly Dinner - Mayor	$ 130.00	2018	G	L	3	1	1	0	6	1	0	0	4						

Accommodation x 2 for 3 nights	$1800.00	2018	G	L	3	1	1	0	6	0	0	5	2						
Funding (Income/reserves)	**Amount**		**Ledger**		**Account string**														
N/A	$																		

4. Civic Leadership

By Council attending the NGA this can help to develop national policy and to influence the future direction of our councils and our committees.

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GOVERNMENT
NSW

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- 2 MAY 2018
Snowy Monaro Regional Council
Cooma Office

Our ref: R15/0018 Out-27475

27 April 2018

Mr Joseph Vescio
General Manager
Snowy Monaro Regional Council
PO Box 714
COOMA NSW 2630

Dear Mr Vescio

Official Notice: Local Government NSW Annual Conference 2018

I write to formally invite you to this year's Local Government NSW (LGNSW) Annual Conference which will be held from **Sunday 21 October to Tuesday 23 October 2018 at the Entertainment Centre, Albury.**

As you are aware, the Conference is the main policy making event for the local government sector where issues are debated and motions put forward for consideration by delegates.

This letter contains important information to help you participate fully in this year's Conference.

Registration – to attend the Conference

Conference attendees should be invited to register online from mid-July on the LGNSW website. Members will be able to take advantage of special 'early bird' rates.

Note: Voting delegates must be registered to attend the Conference and be registered as a voting delegate.

Registration – as a voting delegate

Separate from Conference registration, members must register the names of their delegates for voting on motions during formal business sessions.

To be eligible to vote at the Conference, members must be financial on both the calculation date (1 March 2018) and the date that the roll of voters closes (12 midnight, 26 August 2018 AEST). The formula for calculating members' voting entitlements is prescribed at Rule 23 of the LGNSW rules.

The number of voting delegates that each member is entitled to send to this year's Conference is set out in the table at **Annexure A**.

The deadline to provide LGNSW with the name(s) of nominated voting delegates is 5pm (AEST) on Tuesday 2 October 2018. Nominations of voting delegates received after the closing date/time cannot be accepted.

Voting delegates must be either an elected member of a council, county council, the Lord Howe Island Board, Norfolk Island Regional Council or Related Local Government Body or an Administrator appointed in accordance with the *Local Government Act 1993*.

A form for advising LGNSW of the name(s) of members' nominated voting delegates is available on the Annual Conference page of the LGNSW website.

LOCAL GOVERNMENT NSW
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Substitution of nominated voting delegates

Subject to the LGNSW rules, a member may notify LGNSW of a change to the name of an already nominated voting delegate (a substitute delegate) by giving notice in writing signed by either the Mayor or the General Manager of the member to Michele O'Neill, Senior Industrial Officer, at Michele.Oneill@lgnsw.org.au, using the "*Substitute Delegate – Motions*" form available on the Annual Conference page of the LGNSW website.

For further information about substituting nominated voting delegates please contact Michele O'Neill on 02 9242 4144.

Motions

All members can put forward motions to be considered at the Conference. Members will be invited to submit motions online from mid-year using the "*LGNSW Conference Business Sessions Submissions Form*" on the Annual Conference page of the LGNSW website.

Proposed motions should be strategic, affect members state-wide and introduce new or emerging policy issues and actions. Members are encouraged to review the Action Reports from previous conferences before submitting motions for the 2018 Conference. Action Reports from previous conferences are available on the Annual Conference page of the LGNSW website.

Deadline for submitting motions
To allow printing and distribution of the Business Paper before the Conference, members are asked to submit their motions by 12 midnight, 26 August 2018 AEST. In line with the LGNSW rules, the latest date motions will be accepted for inclusion in the Conference Business Paper is 12 midnight, Sunday 23 September 2018 AEST.

For further information on submitting motions please contact Elizabeth Robertson, Policy Officer, on 02 9242 4028 or Elizabeth.Robertson@lgnsw.org.au.

Business Papers

The full Conference Business Paper is expected to be available on the LGNSW website and forwarded to members approximately one week prior to the Conference.

LGNSW's financial reports will available to members on our website at least 21 days before the Conference.

Accommodation

The 2018 Conference will be based at the Entertainment Centre (Swift Street, Albury).

In line with our sustainability principles, and due to the fact that Albury has a great deal of accommodation within walking distance of the main venue, daily transfers will not be provided. LGNSW encourages delegates to take advantage of the CBD venue choices. To book accommodation, please visit www.visitalburywodonga.com/business-major-events/upcoming-events/local-government-nsw-conference.

Free all-day parking is available at the Wilson Street car park across from the Conference venue.

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Outstanding Service Awards

Outstanding Service Awards will be presented at the Gala Dinner during the Conference. For information about the Awards, including where to apply and eligibility, please visit www.lgnsw.org.au/member-services/service-awards.

Conference Gala Dinner

The dinner will be held on Monday 22 October and will be optionally priced for the 2018 Conference.

Privacy Statement

LGNSW, which is regulated by the *Privacy Act 1988* (Cth), collects private information about registered attendees to the Conference such as names, addresses, telephone numbers, credit card information and email addresses. We use the private information you give us to process your registration and to send you information in relation to the Conference.

If you choose not to provide some or all of the private information that we have sought, LGNSW may be unable to process your registration or it may result in you being unable to vote at the Conference. Further information about how LGNSW collects, holds and uses private information is contained in LGNSW's Privacy Policy which is available on the website at the following web address: http://www.lgnsw.org.au/privacy

Further details

Further details about the Conference will be published on the LGNSW website as they become available, including about the Gala Dinner, President's Opening Reception, Conference business sessions, programs and 'early bird' pricing.

I trust the information above is of assistance. We will provide further reminders and updates closer to the Conference.

I look forward to seeing you at the Conference in October.

Yours sincerely

Cr Linda Scott
President

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Annexure A – Members' voting entitlement at the 2018 Local Government NSW Annual Conference

Note: To be eligible to vote at the Conference, members must be financial on both the calculation date (1 March 2018) and the date that the roll of voters closes (12 midnight, 26 August 2018 AEST).

Member	No. of voters for voting on motions
Albury (R/R)	4
Armidale Regional (R/R)	3
Ballina (R/R)	3
Balranald (R/R)	1
Bathurst Regional (R/R)	3
Bayside (M/U)	10
Bega Valley (R/R)	3
Bellingen (R/R)	2
Berrigan (R/R)	1
Blacktown (M/U)	12
Bland (R/R)	1
Blayney (R/R)	1
Blue Mountains (R/R)	4
Bogan (R/R)	1
Bourke (R/R)	1
Brewarrina (R/R)	1
Broken Hill (R/R)	2
Burwood (M/U)	4
Byron (R/R)	3
Cabonne (R/R)	2
Camden (M/U)	5
Campbelltown (M/U)	9
Canada Bay (M/U)	5
Canterbury-Bankstown (M/U)	12
Carrathool (R/R)	1
Castlereagh-Macquarie (R/R)	1
Central Coast (R/R)	7
Central Darling (R/R)	1
Central Murray (R/R)	1
Central Tablelands Water (R/R)	1
Cessnock (R/R)	4
Clarence Valley (R/R)	4
Cobar (R/R)	1
Coffs Harbour (R/R)	4
Coolamon (R/R)	1
Coonamble (R/R)	1
Cootamundra-Gundagai Regional (R/R)	2
Cowra (R/R)	2
Cumberland (M/U)	10

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Member	No. of voters for voting on motions
Dubbo Regional (R/R)	4
Dungog (R/R)	1
Edward River (R/R)	1
Eurobodalla (R/R)	3
Fairfield (M/U)	10
Federation (R/R)	2
Forbes (R/R)	1
Georges River (M/U)	9
Gilgandra (R/R)	1
Glen Innes Severn (R/R)	1
Goldenfields Water (R/R)	1
Goulburn Mulwaree (R/R)	3
Greater Hume (R/R)	2
Griffith (R/R)	3
Gunnedah (R/R)	2
Gwydir (R/R)	1
Hawkesbury City (M/U)	5
Hawkesbury River (M/U)	2
Hay (R/R)	1
Hilltops (R/R)	2
Hornsby (M/U)	7
Hunters Hill (M/U)	2
Inner West (M/U)	10
Inverell (R/R)	2
Junee (R/R)	1
Kempsey (R/R)	3
Kiama (R/R)	3
Kimbriki Environmental Enterprises Pty Ltd (M/U)	1
Ku-ring-gai (M/U)	7
Kyogle (R/R)	1
Lachlan (R/R)	1
Lake Macquarie (R/R)	7
Lane Cove (M/U)	4
Leeton (R/R)	2
Lismore (R/R)	3
Lithgow (R/R)	3
Liverpool (M/U)	10
Liverpool Plains (R/R)	1
Lockhart (R/R)	1
Lord Howe Island Board (R/R)	1
Maitland (R/R)	4
Mid-Coast (R/R)	4
Mid-Western Regional (R/R)	3
Moree Plains (R/R)	2

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Member	No. of voters for voting on motions
Mosman (M/U)	3
Murray River (R/R)	2
Murrumbidgee (R/R)	1
Muswellbrook (R/R)	2
Nambucca (R/R)	2
Narrabri (R/R)	2
Narrandera (R/R)	1
Narromine (R/R)	1
Newcastle (R/R)	7
New England Tablelands (R/R)	1
Norfolk Island Regional Council (R/R)	1
North Sydney (MU)	5
Northern Beaches (M/U)	11
Oberon (R/R)	1
Orange (R/R)	3
Parkes (R/R)	2
Parramatta, City of (M/U)	11
Penrith (M/U)	10
Port Macquarie-Hastings (R/R)	4
Port Stephens (R/R)	4
Queanbeyan-Palerang Regional (R/R)	4
Randwick (M/U)	7
Richmond Valley (R/R)	3
Riverina Water (R/R)	1
Rous County (R/R)	1
Ryde (M/U)	7
Shellharbour (R/R)	4
Shoalhaven (R/R)	5
Singleton (R/R)	3
Snowy Monaro (R/R)	3
Snowy Valleys (R/R)	2
Strathfield (M/U)	4
Sutherland Shire (M/U)	10
Sydney, City of (M/U)	10
Tamworth Regional (R/R)	4
Temora (R/R)	1
Tenterfield (R/R)	1
The Hills Shire (M/U)	9
Tweed (R/R)	4
Upper Hunter (R/R)	2
Upper Lachlan (R/R)	1
Upper Macquarie (R/R)	1
Uralla (R/R)	1
Wagga Wagga (R/R)	4

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Member	No. of voters for voting on motions
Walcha (R/R)	1
Walgett (R/R)	1
Warren (R/R)	1
Warrumbungle (R/R)	1
Waverley (M/U)	5
Weddin (R/R)	1
Wentworth (R/R)	1
Western Sydney Regional Organisation of Councils (M/U)	1
Willoughby (M/U)	5
Wingecarribee (R/R)	3
Wollondilly (R/R)	3
Wollongong (R/R)	7
Woollahra (M/U)	5
Yass Valley (R/R)	2
LGNSW Board (M/U)	10
LGNSW Board (R/R)	9
TOTAL:	494

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12.1 UNIVERSITY OF CANBERRA ' TOURISM GOVERNANCE STRATEGY'

Record No:

Responsible Officer:	Group Manager Economic Development and Tourism
Author:	Manager Tourism & Events
Key Direction:	3. Strengthening Our Local Economy
Delivery Plan Strategy:	DP3.1.4.1 Work together with the community to plan, coordinate and implement tourism products
Operational Plan Action:	OP3.17 Develop a strategic approach to tourism in the Region by integrating land use planning, product development and promotion
Attachments:	1. Tourism Governance Strategy ⇩
Cost Centre	
Project	University of Canberra 'Tourism Governance Strategy'
Further Operational Plan Actions:	

EXECUTIVE SUMMARY

This report considers the content and recommendations of the final report from the University of Canberra as commissioned by the General Manager and Administrator in 2016/17.

The following officer's recommendation is submitted for Council's consideration.

OFFICER'S RECOMMENDATION

That Council:

A. Forms a regional tourism committee based on the UC report recommendation.
B. Resolve to support Tourism Snowy Mountains as recommended in the UC report to market and promote the Snowy Mountains brand.
C. Support Tourism Snowy Mountains by providing $40,000 this financial year (already in budget from previous Councils contributions) and $60,000 per year (included in draft 2018/19 budget) on an ongoing basis for the remainder of the Council term (last allocation in 2020/21 financial year).
D. Not set up the district tourism committees contrary to the recommendation of the UC report.
E. Note that an SMRC Destination Management Plan/Visitor Economy Strategy will now be prepared in conjunction with the Office of Regional Development and as required by the South East and Tablelands Regional Plan.
F. Note that Economic Development and Tourism staff will continue to build links with external agencies such as Destination NSW, Destination Network Southern NSW, Visit Canberra, Tourism Snowy Mountains and the CBRJO tourism working group.

BACKGROUND

During the administration period of the Council, a tendering process was undertaken to develop a tourism governance strategy & implementation plan for the new Council. The University of Canberra was the successful tenderer.

As a newly formed body covering a massive tourism area, Council sought to identify the best way to structure its resources and services to achieve the best possible outcome for tourism in the region.

The University of Canberra strategy addresses the priority issues identified at the time. These are highlighted as being:

- How does Council best manage tourism services including promotion?
- How does Council best manage Visitors Information Centres into the future especially in the digital/social media age?
- Do our planning instruments facilitate development of tourism within our region?
- What tourism services should Council directly deliver, and which should be outsourced?
- Is there a need for the continuation of Tourism Snowy Mountains (TSM) as a Local Tourism Organisation?
- What is an appropriate structure for the delivery of tourism services?
- What are appropriate Key Performance Indicators and Targets for tourism services

The University of Canberra (UC) project team consulted with Snowy Monaro Regional Council (SMRC) staff, key stakeholders and industry related businesses and groups across the entire region in a collaborative approach to developing the strategy. This consultation included interviewing key tourism organisations, industry leaders and reviewing the previous Council's tourism plans and strategies.

A draft strategy was developed and released to stakeholders providing an opportunity for comments and feedback. These were then taken into account by the UC project team in preparing the final strategy. The final report/strategy was presented to Council staff in April 2018 and is attached. The draft was also discussed with Councillors Beer, Corbett, and Maslin, being the Council Tourism Committee representatives.

QUADRUPLE BOTTOM LINE REPORTING

1. Social

A very strong theme arising during the consultation was the importance of broad stakeholder representation (both in terms of geographical & sector representation) in tourism planning and implementation of those plans under Council.

There was also recognition of the importance of recognising the different parts of the new Regional Council area, as well as the range of tourism products offered across the region.

The need for a strong central planning and coordination role was also accepted, with the feeling that broad and balanced representation in planning processes would add to the quality and legitimacy of tourism decisions and action plans.

The proposed Governance Model in this strategy suggests a two level structural model including:

- An SMRC Tourism Advisory Committee
- 3 x lower level District Tourism Committees

This would be in addition to the role of the existing Economic Development & Tourism team within SMRC. It is considered that an SMRC Advisory Committee (as suggested) made up of Council staff (Group Manager - Economic Development & Tourism, and Manager – Tourism & Events), Councillors (Clrs Beer, Corbett & Maslin), industry and community representatives will adequately ensure the broad representation and equity and effectiveness that is sought for the most effective delivery of tourism services from Council. The main role of the Committee will be to advise Council on strategy and direction at a Council and administrative level, assist in the development and implementation of the new Destination Management Plan (to be prepared) and engage with local tourism stakeholders to ensure Council is abreast of local tourism issues. Meetings would rotate between the major towns in the region. The creation of this regional level committee is supported by the Group Manager – Economic Development and Tourism and the Manager – Tourism and Events.

The functions that the three lower level District Committees would perform are already carried out to a certain extent by groups such as the Chambers of Commerce and Progress Associations. Opportunities exist to communicate with such groups as well as more specific cultural, sporting and related groups and organisations within each community. There would be nothing to prevent these groups making representations to the SMRC Advisory Committee from time to time as they saw fit. Providing staff participation and administrative support to the District Level Committees would also be a significant additional demand on staff time. As well as this, a possible side effect would be to embed and reinforce tourism thinking based around the former Council areas rather than adopting a new whole of region approach to working together. This aspect has been discussed with the Councillor representatives with a consensus achieved.

For these reasons the Group Manager – Economic Development and Tourism and the Manager – Tourism and Events do not support the UC report recommendation to set up three District Tourism Committees below the Council level regional committee.

2. Environmental

The SMRC area caters for a range of sub-groups within the tourism sector, ranging from ski areas (in Kosciuszko National Park), rural towns and villages, nature based and cultural tourism products and events, food and beverages and other products, such as education tourism. This area is also close to a significant national tourism destination with international access (Canberra) that is very actively pursuing tourism and event development and is keen to develop new regional partnerships (see below).

The development of the Snowy Monaro Regional Destination Management Plan (also known as a Visitor Economy Strategy) as suggested in the UC report will provide the basis and direction for tourism promotion and development within this unique, diverse and vast part of the country. The SMRC Destination Management Plan (DMP) will align with the Destination Southern NSW Regional DMP and the Department of Planning and Environment’s South East and Tablelands Regional Plan

(SETRP). The preparation of a Visitor Economy Strategy for the Snowy Mountains is Direction 3.2 of the SETRP Implementation Plan which identifies the Office of Regional Development (as part of the Department of Premier and Cabinet) as the organisation with primary responsibility. The Group Manager Economic Development and Tourism has been liaising with the Office of Regional Development which agrees that a joint approach to developing the SMRC DMP is required. The Office of Regional Development have also offered financial support to Council for this project. It is expected that this project will be commencing not long after the start of the new financial year and once completed will effectively be the Council's tourism strategy going forwards.

3. Economic

One of the more pointed issues which is addressed in the UC report was the issue of marketing and promotion of the region to external audiences beyond the SMRC region. For some years prior to the Council merger this task had been carried out by Tourism Snowy Mountains (TSM) with support from industry stakeholders and the four former Councils of Cooma-Monaro, Snowy River, Tumut and Tumbarumba.

However following the Council mergers in May 2016 the four former Councils became two and it was determined to withhold Council's financial support until the UC report/strategy had been completed. The absence of Council financial support has meant that other stakeholders have also withheld their support and TSM has utilised funds from its reserves and the volunteer services of its Board members to continue operating.

The UC report recommends that Council continue to support TSM as the primary local body able to promote and market the brand of the 'Snowy Mountains' to the wider regional, state, national and international audiences. TSM possess specialised knowledge and skills to do this larger scale marketing and also the time and focus to ensure it is done well. Council staff do not possess these abilities.

In a recent promotion by TSM during the summer period, an investment of $100,000 by TSM was matched by Destination NSW to enable a $200,000 promotion campaign to take place for the region. This campaign included online promotions as well as a live TV pitch on Weekend Sunrise weather crosses during a show in February. This campaign has reportedly been quite successful with local business feedback to TSM indicating it has been a busy summer. This is an example of how TSM is able to convert its support dollars into real exposure and benefits for the region.

The UC report recognises that 'Snowy Mountains' level marketing would best be provided by TSM going forwards and that this organisation has the local expertise and time to do this effectively. Local branding and promotion (towns, villages and other products) can be performed by Council through the Visitors Centres and its online platforms. This is a model going forwards that is supported.

A final remaining question concerns the level of financial support the Council should provide to TSM. The former Cooma-Monaro and Snowy River Shires provided $20,000 each ($40,000 total) and these funds have been carried over within the existing budget but have been withheld from being paid until the outcome of the UC report was known. Now that this has been completed, it is recommended that Council endorse paying an amount of $40,000 to TSM from the current budget and that in order to provide financial stability for TSM an amount of $60,000 be provided in next year's budget to be paid each year until the 2020-21 financial year when the next elected Council can review the situation and decide whether it wishes to continue support. This stability of funding will allow TSM to plan its future actions for the next few years more effectively and also rally support and other funding from other key stakeholders. Increasing the level of support from

the two previous Councils will be a strong vote of confidence in TSM but would also be expected to translate into marketing campaigns, the effectiveness of which is often closely correlated with the amount of money put into the campaign. This is simply a fact of tourism marketing.

TSM would undoubtedly like an even greater contribution from Council, however TSM is an organisation which is a collaboration of the key stakeholders in the region and as such it would be unreasonable for the Council to bear the overwhelming bulk of the funding with little or no contribution from other stakeholders. A Council contribution of $60,000 will mean that funding will need to be sourced from other stakeholders to ensure a quality tourism product is offered.

The $60,000 amount for next year's budget has been found from savings within the Tourism budget and does not require the allocation of additional funds. However, should Council decide it wishes to allocate more than this amount, a source for the additional funding above $60,000 will need to be found from outside the Tourism budget. It is considered that a good way for the Council to view its contribution is as an investment in marketing for the region. The advantage of investing this money in TSM rather than directly in a marketing campaign itself is that TSM can value add to it through both its expertise and its collaboration with other agencies and stakeholders, such as occurred with the recent summer campaign highlighted above.

Council also sits on the Board of TSM and can utilise this position to raise issues and influence the decisions of TSM to ensure that the interests important to Council are heard. A key one of these Council interests would be the promotion of tourism across the entire new Council region in a way that enhances and compliments the Snowy Mountains brand. The General Manager is the current Council representative on the TSM Board.

'Estimated Expenditure	**Amount**	**Financial year**	**Ledger**		**Account string**														
Contribution to TSM	$20,000	2017-18	G	L	1	0	7	0	1	0	1	0	0	1	6	3	1	7	4
Contribution to TSM	$20,000	2017-18	G	L	1	0	7	0	1	0	1	0	0	1	6	3	1	8	2
Contribution to TSM	$60,000	2018-19 to 2020-21 (annually)	G	L	1	0	7	0	3	0	1	0	0	1	6	3	1	7	4

4. Civic Leadership

The new Snowy Monaro Regional Council finds itself in a time of change, partly due to an externally required restructure of a number of existing councils into a new Regional Council, but also due to restructuring in other fields important to Council's existing operations and aspirations. One example of the latter is Destination NSW's new structuring of regional tourism destination management and operations. These changes bring the need for a close examination of Council strategies and management structures both internally and in the context of other changes occurring regionally and at State level.

Collaboration between Council, industry stakeholders, industry operators, community organisations and higher level agencies, including the Canberra Region Joint Organisation,

Destination NSW Southern Network, Destination NSW and Visit Canberra is more important than ever.

These bodies are each developing strategies and pursuing lines of development which will involve and impact on SMRC and the regions tourism businesses and other stakeholders. Continued links and collaborations with these bodies is recommended within the UC strategy and currently exist. Existing involvement and collaboration with these bodies will continue and progress into the future for the benefit of growth and development within SMRC.

UNIVERSITY OF CANBERRA

SNOWY MONARO REGIONAL COUNCIL

Tourism governance strategy

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EXECUTIVE SUMMARY

Snowy Monaro Regional Council, a NSW local government body formed from the amalgamation of three councils in southern NSW, sought a tourism governance strategy and implementation plan. This document is the strategy developed to respond to this request, with details on implementation. The key elements are set out below:

Issue	Elements	Response
Governance	Tourism governance model	Two level structural model: • SMRC-level *Tourism Advisory C'ttee* • 3 x lower-level *District Tourism Committees* Terms of reference and membership are proposed for each (see below)
	Council role in tourism	Enhanced role for Council's existing *Economic Development & Tourism Group* (EDT) - (see below)
	Links to ACT, NSW & Victorian tourism bodies – VisitCanberra, Destination Southern NSW, surrounding Shires	Multiple levels through EDTG – Strategic policy via Executive Director, operational through line officers (e.g. Manager Tourism)
	Links to other regional local government & tourism bodies (Regional Tourism Organisations and facilities, e.g Vistor Information Centres (VICs)	Multiple levels through appropriate senior officers – • Canberra Region Joint Organisation (CBRJO) / Destination Southern NSW – General Manager, or delegate • Council executive to council executive – GM and senior officials • Operational – appropriate line officers
Tourism planning and operations	Structure and processes to support and facilitate tourism	See above structures proposed (more detail provided below) Processes – further explore in stakeholder consultation
	Visitor Information Centres	• Cooma – Explore further links with Snowy Hydro Discovery Centre / NPWS VICs at Tumut & Jindabyne • Bombala – Explore long term viability of the current location and encourage visitor access, e.g. signage on eastern town entry • Further develop links with local tourism operations as visitor information sources • Explore possible free-standing visitor information kiosks at attractions, hotels, facilities etc. in the region
	Worker availability and accommodation	• Key issues for continued winter sports industry development – be be discussed further in stakeholder consultation
	Local community impacts, e.g. traffic, rubbish, informal camping	• Planning responses, and stronger enforcement of existing rules

	Tourism product development	• Use the structures and processes outlined above • Explore opportunities for further product development • Further encourage product quality through mentoring and incentives (such as through the Canberra Region Tourism Awards) • Use EDTG as the vehicle for communication and capacity building
Tourism marketing and promotion	Council role	Through the goverance model outlined above identify and support further development to meet strategy objectives; coordinated and facilitated through EDT
	Funding	To be further explored with stakeholders in stakeholder consultation
	Branding, promotion & coordination	Branding and promotion: • 'Snowy Mountains' brand and promotion to be provided by *Tourism Snowy Mountains* - external provider with national and international marketing experience • 'Local' branding and promotion (villages, towns, other product) to be undertaken by SMRC Coordination: • Through EDT, on advice from *Tourism Advisory C'tee* and *District Tourism Committees* and in collaboration with NPWS, Destination Southern NSW etc
	Value for money	Link to performance measures, e.g. visitor numbers, length of stay – see below
	Tourism services management & provision?	Through the governance model outlined above, and facilitated and driven by EDTG
Infrastructure	Funding for asset maintenance	To be further developed with stakeholder consultation
	Differentiating 'resident' and 'tourist' oriented facilities	Challenging, but pursue awareness raising (see above) on the importance of tourism while providing opportunities for recreation and other resident and community benefits
	Public / private sector sourcing	To be further developed with stakeholder consultation
	Projects to extend tourist offering	Opportunities have been identified, such as trail bike riding, to be further developed during stakeholder consultation
Performance measurement	KPIs link to Council's expectations	To be further developed during stakeholder consultation
	Evaluation processes	Regular (annual?) reports to Council and District Tourism Committees

INTRODUCTION

Snowy Monaro Regional Council is a new regional NSW body formed from the amalgamation of three local government areas in southern NSW. Following amalgamation, the Council was led by an Administrator, with a General Manager and staff reporting. Council elections on 9 September 2017 re-established an elected Council for the new Regional body.

The Council approached the University of Canberra to develop a tourism governance strategy and implementation plan for the new Council.

This strategy addresses the priority issues identified, with proposed actions.

PROJECT SCOPE

As identified by Council, the scope of the project was:

'Council is interested in discussing with you undertaking a project to develop a Tourism Strategy and Action Plan which will address questions such as:

- How do we manage Visitor Information Centres (VICs) into the future especially in the digital/social media age?
- How do we now manage tourism services including promotion?
- Is there a need for the continuation of Tourism Snowy Mountains (TSM) as a Local Tourism Organisation?
- Do our planning instruments facilitate development of tourism within our region?
- What tourism services should Council directly deliver, and which should be outsourced?
- What is an appropriate structure for the delivery of tourism services?
- What are appropriate Key Performance Indicators and Targets for tourism services?'

This was later re-stated as follows:

'Council is seeking a proposal including cost estimates to undertake a review of Council's tourism involvement into the future. The review would address such concerns as:

1. Governance
   - What is the most appropriate governance model for Council?
     - Does Council continue with Tourism Committees for particular towns/areas or absorb them into a single tourism committee?
     - Is there a role for Tourism Snowy Mountains or should it be incorporated into a Council Local Tourism Committee?
     - Should the Council Committee be an internal one or should it comprise a skills-based committee?
     - What is the most appropriate method of linking with the Destination Network?
   - Should Council's involvement with the Destination Network be through Canberra Region Joint Organisation (CBRJO) or through an MOU?

- What is the most appropriate method to link with VisitCanberra, Canberra Airport, Eden Wharf and Sapphire Coast Tourism?
- What is an appropriate method for Council's involvement in further development of the Bundian Way?

2. Planning & operational matters
   - How do we manage VICs into the future, especially in the digital/social media age?
   - How do we now manage tourism services including promotion?
   - Do our planning instruments facilitate development of tourism within our region?
   - What tourism services should Council directly deliver, and which should be outsourced?

3. Promotion
   - Does Council have a role in promotion and if yes, how do we clearly define it?
   - If yes, then how does Council gain best value for money with its promotion of the area?
   - Is Council's role to attract visitors to the area and the business operators' role to attract to their operation?
   - How do we ensure that Council's promotion is coordinated within a marketing plan?
   - Is there an opportunity to develop an educational tourism sector, based on use of available accommodation during non-peak season, for University week-long intensive residential courses?

4. Infrastructure
   - Council manages various infrastructure which supports tourism – e.g. footpaths, parks and gardens, public toilets, car parks, etc. How does Council ensure that this support is recognised and differentiated from use by residents?
   - What infrastructure would further expand tourism opportunities within our region in addition to those opportunities being further explored by Council such as: shared trails around Lake Jindabyne, expansion of cycle facilities in both Cooma and Bombala, development of Platypus Trail incorporating Delegate, Bombala and Dalgety?
   - What infrastructure should be provided by Council and which should be provided by private enterprise?
   - What opportunities are available for Council to fund the ongoing operation, maintenance and renewal of tourism infrastructure under its control?

5. Measuring Performance
   - What are appropriate Key Performance Indicators and Targets for tourism services?'

SUMMARY OF ISSUES

We have considered the list of matters in the scope of works and after desk research and interviews and discussions, Table 1 sets out the issues as we understand them.

Table 1: Summary of issues

Issue	Elements
Governance	SMRC tourism governance model
	Council role in tourism
Links to other organisations	Destination NSW
	Regional local government
	Regional tourism organisations
	Regional tourism businesses
Tourism planning	Council role?
Tourism product development	Council role?
Tourism marketing and promotion	Council role?
	Value for money?
	Branding & coordination?
	Funding
Tourism services management	Tourism services management & provision?
	Visitor Information Centres – ongoing role and style of delivery
Infrastructure	Funding – development & maintenance
	Presentation to users – differentiating 'resident' and 'tourist' oriented?
	Public / private sector sourcing?
	Projects to extend tourist offering?
Performance measurement	KPIs - link to Council and the community's expectations
	Evaluation processes - annual

APPROACH

Our approach was collaborative, and we worked *with* key stakeholders in establishing their needs and views in the *co-production of knowledge* to develop the strategy.

We also had a conscious focus on *organisational learning* – assisting Council, relevant agencies, community and industry members and stakeholders further develop their own capacity and knowledge to solve today's challenges and more effectively identify and address future issues as they arise.

Methodology

Adopting the above approach, project team members:

- Undertook desk research on the former Councils' tourism plans and strategies, and the new Regional Council's available planning documents (see Attachment A);
- Met with SMRC officials and SMR industry leaders and key stakeholders;
- Met with SMR industry and community representatives and groups;
- Interviewed key tourism, community and other stakeholders in the Regional Council area;
- Interviewed relevant tourism and other stakeholders in the region and more broadly
- Developed a draft strategy
- Sought stakeholder comments on the draft
- Finalised the strategy

Next steps

It is understood this Governance document will feed a Visitor Economy Strategy development exercise to be undertaken in the coming months, within the context of a similar exercise to be led by Destination Southern NSW for the whole of south NSW.

OPERATING ENVIRONMENTS

This section briefly considers Council's 'operating environments' relevant to this study – Snowy Monaro as a tourism destination politically and structurally, and in terms of tourism industry development and current changes.

SNOWY MONARO REGION AS A TOURISM DESTINATION

Council covers a range of sub-regions, ranging from ski areas (in Kosciuszko National Park), rural towns and villages, nature based and cultural tourism products and events, food and beverages and other products, such as education tourism. This area is also close to a significant national tourism destination with international access (Canberra) that is very actively pursuing tourism and event development and is keen to develop new regional partnerships (see below).

Canberra is also a major origin / hub for regional tourism and transport, which provide scope for increased numbers of in-bound visitors to discover the Snowy Monaro. In fact, the area is generally well serviced by air links from Sydney and some regional centres including Newcastle, bus lines from Canberra, Sydney and Wagga and also smaller regional carriers. The commencement of direct international flights to Canberra provides a large increase in the potential market and has the capacity to bring high yield visitors, in either guided group tours or accompanied by family and self-drive options.

Council's region has highly seasonal visitation with two distinct peaks. During winter season there is snow tourism and walking. Mountain biking, road cycling (e.g. L'Etape), motorcycling (e.g. Snowy Mountains Ride & Bombala Motorcycle Show), camping and other adventure and recreation activities and events (such as the Trout Festival) occur mainly over the summer period. Self-drive tourism is popular during spring and autumn but generally involves shorter stays. This presents unique challenges for accommodation and service providers to attract and keep staff. Other related issues include traffic congestion and illegal camping.

Promotion of festivals and events with national and some international profile has attracted more year-round usage and a wider demographic of interest groups. Skills development and retention is an ongoing issue (in common with other regional areas) that continues to be an issue.

The diverse nature and relative isolation of some parts of the region make the provision of services to support tourism, i.e. roads, bridges and accommodation costly and difficult to prioritise. There is a need for better integration of tourism product in previously distinct local Government areas to form a 'regional trail' or modules of opportunities throughout the SMRC region, to suit different niche markets for example; history, food and wine, adventure tourism, cultural tourism and discovery of indigenous history and art; sporting events; and large festivals. There are also significant challenges with winter accommodation for industry staff, and visitors, and related issues such as traffic congestion that are becoming erious enough to impact on residents as well as visitors.

Collaboration between regions is also possible as neighbouring areas with complementary products can work together to make specialist touring by car routes, or ones that combine a variety of interests, to best suit seasonal conditions. These could be a mixture of circular (say Cooma, Berridale, Dalgety, Bombala and back to Cooma), or transit routes (i.e. transiting through the region). Transport access and the reliability of some roads in different climatic conditions, e.g. heavy rain, flooding, snow or bushfires may be deterrents for some market sectors.

To maximise the available opportunities it is important that operators are aware of the strengths and development needs for the Region and how these can be best managed to maximise scarce resources and exposure for the full range of businesses and service providers that comprise the tourism industry in the Snowy Monaro.

This leads to the need for an updated audit of existing tourism product and operators, and plans for further development of these, but also for a thoughtful consideration of the way existing tourism planning and delivery by Council and industry bodies is arranged.

POLITICAL AND STRUCTURAL

The new Snowy Monaro Regional Council finds itself in a time of change, partly due to an externally required restructure of a number of existing councils into a new Regional Council, but also due to restructuring in other fields important to Council's existing operations and aspirations. One example of the latter is Destination NSW's new structuring of regional tourism destination management and operations. These changes bring the need for a close examination of Council strategies and management structures both internally and in the context of other changes occurring regionally and at State level.

These include:

- Other Council amalgamations and resulting re-structuring and internal changes;
- Growing expectations for Councils to rely more on self-resourcing. This in turn has led to development of Council strategies and plans for tourism (such as this strategy) but also more work on economic plans and strategies broadly;
- Stronger links between the nearby ACT and NSW governments through renaming and more closely integrating local and State / Territory government cooperation through a new 'CBR (Canberra) Region'; and
- As a result, new structures for collaboration and joint action, such as the CBR Joint Organisation (CBRJO) and the Destination NSW Southern Network have been established. These bodies are each developing strategies and pursuing lines of development which will involve and impact on SMRC and the region's tourism businesses and other stakeholders;
- Demographic changes, including an ageing population and differential population growth rates. For example, some towns (such as Jindabyne) are moving from a holiday and retirement destination to a broader age spread with new residents looking for lifestyle benefits and 'cheaper' housing.

The timetable for consideration of these and related issues and the development of strategic responses, is also being set to some extent externally.

The connections between SMRC and each body at a state / CBR regional level is set out in Figure 1.

TOURISM INDUSTRY CHANGES

In the Council and regionally, changes are underway or foreshadowed, as well as potential opportunities emerging:

- Consideration of possible futures for existing 'place-based' tourism management structures within the new Council's area;
- Restructuring of Destination NSW operations, impacts on Council planning and management;
- The ACT Government's stronger focus on collaboration and strategic action with regional local government, NSW State Government and major tourism operators to develop and promote regional tourism product complementing the mainly cultural tourism product offered in the ACT;
- Related to this, ACT Government development of relevant tourism plans and strategies, such as an Events Strategy, Cycling Strategy, proposed Ecotourism Strategy and further development of food and wine product;
- Nationally, State and Territory ministers, with the Federal Tourism Minister, have started discussions on development of a national '2030 Tourism Strategy', to build on current, but soon to complete, National and State / Territory '2020' tourism strategies;

- Growth in in-bound visitation, in particular from Asia (especially China), which is driving stronger interest from governments at all levels, in identifying ways to harvest the economic and other benefits for this growth, including at regional level.

Such developments will likely bring re-consideration of existing National and State / Territory tourism support (funding and other resources) arrangements.

THEMES ARISING FROM STAKEHOLDER CONSULTATION

The following identifies themes arising during consultation with stakeholders on the Draft Strategy. As will be seen, stakeholders had strong views on several of the study's terms of reference.

GOVERNANCE

Need for broad and representative industry representation and participation

- A very strong theme arising in consultation was the importance of broad stakeholder representation (both in gterms of geographical and sector representation) in tourism planning and the implementation of those plans under the Council.
- There was recognition of the importance of recognizing the different parts of the new Regional Council area, as well as the range of tourism products offered across the region.
- The need for a strong central planning and coordination role was also accepted, with the feeling that broad and balanced (between the various product sectors) representation in planning processes would add to the quality and legitimacy of decisions and action plans.

Equity and effectiveness

- A challenge in the development of a visitor economy strategy for the region is the balancing of equity and effectiveness in allocation of funding and other resources across the regional council area. Some stakeholders felt resources needed to be allocated *equally* across the various product sectors and geographically. Others felt scarce resources should be allocated to areas and sectors with the greatest *effectiveness* – in terms of immediate returns, in particular, skiing and snow sports.

PLANNING & OPERATIONAL MATTERS

Role of Visitor Information centres

- The role for Visitor Information Centres proposed in the draft report was endorsed

TOURISM MARKETING & PROMOTION

Call for stronger perceived equity in recognition of the diversity of tourism product

- Tourism operators and other tourism industry participants wish for a more equitable approach to marketing and recognition of the diversity of the region.
- In particular, there was recognition of the importance of mountain-based (skiing & snowsports) tourism as an iconic and vital drawcard for visitation.
- However, there was also recognition of the opportunities for useful promotion of other forms of tourism product to add value to, and complement, mountain-based products.

Council role in marketing and promotion

- There was strong support for continued Council (and government more broadly) participation and support for product marketing, including in production of media/promotional materials both printed and online.

Product development

- All stakeholders noted the primary importance of outdoor oriented tourism (mountain-based such as skiing and snow sports, and nature-based more bbroadly) to the region, and the opportunities available to further diversify the regional product offering.
- Product gaps, in particular accommodation for both visitors and industry employees (especially during peak skiing and snow sports season) are seen as limiting yields from current visitation.
- Shortages of suitable accommodation were also seen to be limiting the growth of educational and longer stay/higher yield visitation.
- Other product development opportunities identified included history/culture, fishing and cycling/motorbike touring, walks and hiking and mountain and road bicycle tourism and trails.

Funding marketing and promotion

- Much comment was received on how best to fund current and extended marketing exercises.
- One school of thought was a levy, to be imposed by Council, and perhaps to be used primarily or completely for marketing the skiing and snow sports sectors. Additional comments suggested that such funds raised be managed by the major peak body in that sector, Tourism Snowy Mountains
- Another approach was to use existing and any additional promotional funds for building the market profile of emerging and new products or geographical areas.

INFRASTRUCTURE

Visitor access and dispersal

- Several stakeholders emphasised the importance of improving road access to the region, especially to take advantage of cross border (from ACT and Victoria via Monaro Highway) and coastal touring (via Monaro Highway and other NSW and Vioctorian coastel access routes).

GOVERNANCE STRATEGY

GOVERNANCE

- What is the most appropriate governance model for Council?
  - Does Council continue with Tourism Committees for particular towns/areas or absorb them into a single tourism committee?
  - Is there a role for Tourism Snowy Mountains or should it be incorporated into a Council Local Tourism Committee?
  - Should the Council Committee be an internal one or should it comprise a skills-based committee?
  - What is the most appropriate method of linking with the Destination Network?
- Is there a need for the continuation of TSM as a Local Tourism Organisation?
- Should Council's involvement with the Destination Network be through Canberra Region Joint Organisation (CBRJO) or through an MOU?
- What is the most appropriate method to link with VisitCanberra, Canberra Airport, Eden Wharf and Sapphire Coast Tourism?
- What is an appropriate method for Council's involvement in further development of the Bundian Way?

Response

We believe structural changes to tourism coordination can assist here. We propose a two-level structure, as set out in Figure 2. The connections can be described as follows:

A COUNCIL-LEVEL TOURISM ADVISORY COMMITTEE

Terms of reference

- Develop and oversee implementation of a new *SMRC Visitor Economy Strategy*, based on the upcoming NSW Government sponsored process and advice from the *District Committees* (see below), and input from a *Tourism Reference Group* (also described below). This strategy needs to mesh with the proposed SMRC *Economic Development Strategy*
- Provide advice to the District Committees on tourism industry developments, research, relevant information input from bodies outside the Council area (e.g., other Councils,

Destination NSW, CBRJO etc), and from State and perhaps Federal initiatives in tourism and related areas

- Provide advice to Council on tourism matters both at at a Council level (regular reports to Council meetings - to be further considered) and at an administrative level (in particular the Economic Development & Tourism Group) on strategy and direction
- Meetings to rotate between the major towns within the SMRC area to enable stronger engagement with local stakeholders and tourism product and services

Membership, chair and support

- Members would be drawn in equal numbers from three District Tourism Committees
- The Committee would be chaired by either a nominated Councillor or by the Head of the Economic Development & Tourism Group (to be further considered)
- The Committee would be provided secretariat support by the Council Tourism Manager with other assistance as required from the Economic Development & Tourism Group (EDT)

DISTRICT TOURISM COMMITTEES

Three District Committees represent local interests in the West, South and East districts (names can be changed to reflect usage, but the aim would be to remove or at least soften the current Jindabyne, Cooma and Bombala focus and competition).

Terms of reference

- Develop and oversee (within the context of the *SMRC Tourism Strategy*) tourism development and marketing for their district
- Work with local businesses to implement branding, development and marketing initiatives (within the context of the SMRC-level mechanisms)
- Develop links with district businesses, NPWS (if present) and neighbouring districts

Membership, chair and support

- Have the same number of members for each District Committee, chosen by the local industry
- Chair to be chosen from within the District Committee
- Subject to further discussion, support to come from ED&TG; this could include (limited) financial support as well as secretariat services. The provision of these allows ED&TG to be involved, be seen to be involved and be in touch with local developments and views.

SMRC ECONOMIC DEVELOPMENT & TOURISM GROUP

- This existing organisation within the SMRC is crucial in implementing and supporting any new arrangements. A key symbolic role is situating 'tourism' and the 'visitor economy' in economic development, and being focused at a strategic level for Council while supporting district activities
- EDT should control the budgets for all elements of the Council's tourism activities, and support for the other bodies described above.
    - Some stakeholders raised alternate models, including empowering and block funding an external body to direct marketing, in particular for the major attractions. The

'Bega Model' was suggested an appropriate approach; Bega Shire has effectively outsourced marketing to Sapphire Coast Tourism, an industry body.

- However, we believe there are significant differences between Bega and SMRC. One is that Bega's tourism industry comprises (relatively) similar sized Small and Medium-sized Enterprises (SME) businesses, so the power differential between them is small. However, in the SMRC area there are a few very large players, and many SMEs. The power differential between the 'big' and the 'small' means the 'Bega Model' would not work in SMRC.

- EDT should also be the link with the proposed external provider of 'Snowy Mountains' marketing, with these arrangements formalized through an MOU or similar (see below).
- EDT should take carriage of tourism development more broadly, either directly, or by working very closely with other Council functions, in particular planning, land management and infrastructure. Council has very significant powers in holding these three functions – planning could, for example, be proactive in deciding where and when specific land areas are set aside for tourism (or other economic development) activities. Land management allows Council to not only decide where and when, but from land sales to economically benefit the whole Council (and all businesses and residents) from development.
- Infrastructure provision can again proactively support or even lead development. The scale of the Council in area, resources and opportunities provides benefits (and some challenges) here. The Council will now be a major player not only in its own jurisdiction, but in the region, providing it a significant leadership role in *what* should be done and *how* it will be done
- This group can provide the organizational link to CBRJO, DestinationNSW and Destination NSW Southern Network. The detail of connections and roles for each may change over time, though anchoring the link through ED&TG provides a certain and effective connection for the various SMRC tourism and broader economic development stakeholders. The form of the connections to each body (membership, MOU, etc.) should be left to develop as organisations and arrangements settle over time
- This Group is probably also best placed to be the link to out-of-SMRC bodies, such as VisitCanberra, Snowy Valleys Council, East Gippsland, major businesses such as Canberra International Airport and relevant regional developments such as the Eden Wharf, Bundian Way, etc.
- A further role (see below) could be support with grant or award writing for local businesses (role withdrawn in recent years to the detriment of local tourism businesses in some stakeholder's view) as an additional service that will build capacity in the region. The funding of this initiative would need to be drawn from other programs, so the scope and depth of advice provided by EDT would need to be carefully considered and defined – possibly through a Service Level Agreement for transparency and accountability?
- Any discussions on the proposed initiatives must include the broader community not just the tourism industry as there are opportunitry costs arising from diversion of funds from other programs.

Rationale

The above arrangements, offer responses to the issues raised by the amalgamation, the rivalry between local interests in the three amalgamated local government bodies, and demonstrate equity of treatment and representation. Equity in this sense can demonstrate a commitment to fairness and equality of opportunity to all areas and all stakeholders. It won't mean equity of resourcing, which instead should be strategic and linked to needs and opportunities at a SMRC level.

Developing a Council level *strategy* (through this document and the approach being used for its development) provides a *process* encouraging engagement and a more strategic view (see below).

Importantly, these arrangements may well prove to be transitional; though slightly cumbersome they can be used to progress a 'stronger together' mind set over time. They also 'regularise' arrangements – demonstrating that there are structures and processes in place, relied on by Council, and that these are the ways decisions will be made. This may reassure smaller players, and temper larger players, in how the new Council will work.

TOURISM PLANNING AND OPERATIONAL MATTERS

- How do we manage VICs into the future, especially in the digital/social media age?
- How do we now manage tourism services including promotion?
- Do our planning instruments facilitate development of tourism within our region?
- What tourism services should Council directly delver and which should be outsourced?

Response

To some extent the organizational arrangements offered above provide structures and processes to address these issues.

Based on previous history with local government attempting to provide effective marketing, and the perceived value of expertise available in the region from experienced external providers, it is proposed that 'Snowy Mountains' level marketing should be provided by an external provider.

Tourism development and promotion at a Council level should be undertaken by ED&TG, on advice from the Council-level and District Committees. This would include towns and villages and other product marketing through Destination NSW, etc. Local promotion can be the province of the District Committees (within the context of the Council level strategy). All requests for funding should go though EDT and be considered by the Council level and /or District Committees to demonstrate transparency and alignment with the Council level strategy.

Planning instruments (partly bound by regulation and legislation at State level) can facilitate development, but the proposed arrangements and strategy based on this document are intended to drive a change in culture – to a more proactive but responsible approach based on transparency, equity

in access and focus on developments that build on the SMRC's strengths and recognize opportunites for the future.

The question of outsourcing should be considered further in the context of the above. While it may work in some cases, careful consideration should be given to the context where it does seem to work, and potential loss of control (including feeling of local 'ownership') if services are contracted out.

VISITOR INFORMATION CENTRES

Many stakeholders had strong views on the future of the VICs, and research and practice from other jurisdictions also show divided views. We propose to undertake further work on this, but note:

- Though about 40,000 people visit the Cooma VIC (down from about 120, 000 some years ago), this centre provides very valuable services to visitors. These include the person-to-person interaction, a wide knowledge of what is available and changing conditions (roads, snow, access, etc.). It provides a more knowledgeable source of *advice* – what to do on a rainy / sleety day, what is around for children what else does the region offer, etc. for visitors already in the region. It also supplies valuable information and support to bus and coach companies, residents and tourism-related businesses. These services are much harder to provide via information technology and social media, which are particularly attractive to some demographics and users.
- The Bombala VIC visitation is growing, and the the centre provides a base for local tourism marketing as well as regional produce and art and cultural attractions; more can be done to grow usage, including better signage and promotion.
- Several small settlements expressed interest in a tourism information kiosk, either electronic or with printed material. Based on experience from other jurisdictions, such kiosks work best if there are stocked with limited but representative printed material, located (and signed) in a town's major service operation – coffee shop, gallery, service station etc., and with say the facility owner of staff able to assist visitor access information and provide advice. The major issue would be funding – to be further explored during stakeholder consultation on this draft strategy.
- Based on our research, there seems to be significant opportunities for more effective partnerships with other 'VIC' like bodies – in particular the Jindabyne and Tumut NPWS information centres, and perhaps with Snowy Hydro. Focussing on common goals, such as encouraging visitation and benefitting from this visitation (by whatever metrics individual organisations may value) can be a way to break down some barriers.
- A significant opportunity is the Cooma *Snowy Hydro Discovery Centre*; while primarily focused on information and education around the Snowy Scheme, it values visitation and stronger links to the visitor economy that could benefit both Snowy Hydro and tourism in the area. This is particularly attractive given the upcoming major re-development of the centre.

INFRASTRUCTURE

- Council manages various infrastructure types that support tourism – e.g. footpaths, parks and gardens, public toilets, car parks, etc. How does Council ensure that this support is recognised and differentiated from use by residents?
- What infrastructure would further expand tourism opportunities within our region in addition to those opportunities being further explored by Council such as: shared trails around Lake Jindabyne, expansion of cycle facilities in both Cooma and Bombala, development of Platypus Trail incorporating Delegate, Bombala and Dalgety?
- What infrastructure would assist in further expanding the fishing tourism sector?
- What infrastructure should be provided by Council and which should be provided by private enterprise?
- What opportunities are available for Council to fund the ongoing operation, maintenance and renewal of tourism infrastructure under its control?

Response

These issues are still under consideration, but material presented above sets out some ways of proceeding.

The question of the cost and importance of Council-funded infrastructure supporting tourism is a significant issue; many stakeholders (including major attractions) were unaware of, or dismissive of, this function.

In reality, the provision of such infrastructure is a very significant contribution; one example is clean, modern and appealing toilets. While seemingly a minor feature, they are very much valued by visitors. Much of this infrastructure is of course accessed by residents and visitors, and to both can become invisible through common use. Raising the profile of Council's work in this area through the various bodies and processes outlined above will assist, as would Council making more of a feature of it in reports, announcements etc.

What infrastructure that would further assist tourism development is still being considered and should be linked to Council's goals for tourism development (see below). Further developing this strategy, including through refining tourism goals, and setting these clearly as part of economic development, will provide criteria to direct decision making, such as if a major goal is to increase visitation through cycle tourism, then new cycle works becomes a priority if they mesh with other product offerings.

The equity question may arise at that point; but if equity is seen as equal access to decision-making through known accepted and transparent processes, a gradual culture shift from a localized to a more strategic view (with all sharing in the benefits through greater visitor numbers, expenditure and more sustainable jobs etc.) should assist.

Funding was raised in almost every stakeholder discussion. In part, this was through fear of missing out, feelings of disempowerment (partly though an appreciation of the 'big' and the 'little' nature of the region's attractions) and feelings around the Council amalgamation. Many suggestions were offered –

levies on residents or businesses to fund development (of marketing or other tourism services), a greater share of Council's budget, and a stronger effort in grants applications.

The answer is probably to pursue means currently available, but to explore new sources. For example, major new developments in the Regional tourism sectors are likely to be from private sector firms. If major private or public sector organisations are considering developments, Council should actively engage to seek collateral local or SMRC level benefits, including jobs but also opportunities for multiple-use for residents and tourism. Suggestions contained in the *Cooma-Monaro Settlements Strategy* supplied to us provide a good start, as does its focus on settlement (and population) growth over time.

MEASURING PERFORMANCE

- What are appropriate Key Performance Indicators and Targets for tourism services?'

Response

Work continues on this issue, but in general, most jurisdictions follow similar approaches: having set out a strategy, containing measured goals to allow progress against those goals and comparisons over time with other jurisdictions, state and national figures etc.

Situating tourism in an economic development context suggests a simple approach at a strategic level:

Economic benefits = visitor numbers x spend per visitor x length of stay

These simple metrics – number of visitors, length of stay and spend per visitor, can capture at a gross level, the benefits and can be collected relatively easily at various locations throughout the region.

At a strategic level, this can be linked both to existing tourism performance, say by sector such as attractions (resorts, etc.), but also to potential and emerging sectors, such as cycle tourism, nature-based tourism, education tourism and work-place retreats, etc.

This strategy suggests a stronger focus on developing high yield sectors and products, such as nature-based tourism (beyond the resorts), and food and wine.

In this case, metrics could be around how many of these visitors are attracted, or could be attracted, with specific infrastructure development. Linking this to other organisation's objectives (e.g. NPWS, Snowy Hydro) can make a basis for valuble partnerships with these bodies to further maximise regional interests. Issues around effective facilitation of this need further work.

NEXT STEPS

As indicated above, it is expected this document will feed into the development of a Visitor Economy Strategy for the SMRC, itself linking to the development of tourism strategy for southern NSW by Destination Southern NSW.

CONTACT

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13.1 ORGANISATION AND PLANNING FOR AUSTRALIA DAY CIVIC EVENTS

Record No:

Responsible Officer:	Group Manager Economic Development and Tourism
Author:	Manager Tourism & Events
Key Direction:	4. Creating a Safer, Healthier and Thriving Community
Delivery Plan Strategy:	DP4.1.1.2 Support activities, events and celebrations that promote cultural diversity and inclusiveness.
Operational Plan Action:	OP4.2 Promote and provide operational assistance to enhance and encourage events and tourism
Attachments:	Nil
Cost Centre	7030
Project	Organisation and Planning for Australia Day events in Snowy Monaro Regional Council

Further Operational Plan Actions:

EXECUTIVE SUMMARY

This report aims to provide a clearly defined framework for the future planning and organisation of Australia Day events across the Snowy Monaro Region.

This framework will ensure that consistency in planning and interaction with the community and Council can occur in the most efficient and productive way. Ensuring successful events that meet both the community's expectations, important protocol specifications and Councils civic leadership duties.

The following officer's recommendation is submitted for Council's consideration.

OFFICER'S RECOMMENDATION

That Council

A. Provide advisory assistance, only, through the SMRC Event Co-Ordinator role, to each community group to arrange their own event.
B. Provide SMRC staff assistance through the SMRC Event Co-ordinator role to hold an 'Official Regional Ceremony' on Australia Day
C. Provides the basic insurance cover for each community event, subject to a detailed proposal of activities to be submitted to Councils Organisational Risk Officer by 3rd December 2018.
D. Ensure Councillors participate in events as much as possible
E. Authorise the expenditure and allocate an amount of $10,000 in the 2019 financial year budget with funding to be provided from 'other internal' reserves to be co-ordinated and distributed by the SMRC Events Co-ordinator to the various events across the region.

BACKGROUND

Australia Day is an important national event. Although it is the subject of different controversies at a national level, at the local level in the region it remains of significance to many in the community.

Prior to the merger of the three Council areas Australia Day was organised quite differently across the region. Many were run as local community events organised by community groups whilst others were more official with large budgets and Council working parties as the organisers.

Since the merger of the three council areas, arrangements for Australia Day events has yet to be clearly defined. However after the 2018 celebrations were held it was determined that a more consistent and organised approach was needed by Council in whatever form it should take.

A report to the April 19th 2018 Council meeting, endorsed the formation of an Australia Day advisory group to discuss the issues associated with the Australia Day events across the region and to find a way forward for the organisation of the event across the Snowy Monaro Region. The advisory group was asked to consider and report on recommendations for the future of the organising of the event across the region from both a Council perspective and the community's expectations.

The advisory group formed was made up of three SMRC Councillors and three SMRC staff members, all with significant experience with Australia Day events throughout the region in the past.

The Advisory group determined that:

- Each individual town/village wanted to be able have their own event that suited their own and differing community's needs.
- One 'official event' held in one location would not meet the needs or expectations of the regional community, even if it was rotated to different towns each year.
- Whilst the State Government is pushing to have one regional event with regional award winners etc it was strongly agreed that this would not suit our geographically extra-large region and the individual towns and villages would strongly reject this notion.
- Council would not be able to resource the organisation of several individual events across the whole region.
- There is a preference that community groups continue to organise and take ownership of their own events. These groups already exist and have been organising their Australia Day events for some time now. Cooma would be the only town to have to form a new group.
- Council has a civic duty to provide leadership with each event in the form of an 'overseeing style' approach to the community groups including; advisory assistance where needed, promotional support, protocol advice, Councillor support and governance support including financial and insurance assistance.
- There is potential for an 'official regional ceremony' to be held in one location and including a citizenship ceremony, Mayoral attendance and a formal ceremony. This official ceremony could be rotated year after year between the three main townships of Cooma, Jindabyne & Bombala. However it MUST be held on Australia Day, 26th January. This may restrict Bombala's opportunity to host an official regional ceremony as currently they

prefer to hold their Australia Day Celebrations on a Saturday close to Australia Day in conjunction with their Wool and Wood Festival.

- Each community would be able to apply through the Australia Day Council to supply certificates for their individual area awards if they choose to present awards and also to apply to be involved in the National Ambassador program. This would be the decision and responsibility of each individual community group.
- Council would need to provide financial assistance to each community for the general costs involved in running a community event. The distribution and co-ordination, of this budget, including promotional costs, would be through the SMRC Events co-ordinator role.
- Previously the Mayor donated $200 to communities that asked for it – this would no longer be required if a set budget is allocated.
- The SMRC Events co-ordinator would provide a communication link for all of the groups in terms of Council requirements, protocol consistencies and the new arrangements if adopted.

QUADRUPLE BOTTOM LINE REPORTING

1. Social

This event provides an opportunity for communities across the region to come together and celebrate being Australian. For this reason it holds a high level of social and cultural significance. However, as with the event at the national level, at the local level there are social and cultural sensitivities about some aspects of Australia Day which need to be handled with care and respect. Council's leadership role in the running of these events would ensure consistency and adherence across the region in terms of such aspects.

Australia Day is also a prestigious occasion to become an Australian citizen, and as such the event holds a particular significance for people who have elected to make such an important personal decision on that day.

2. Environmental

This event does not involve any significant detrimental impacts upon the environment. If the recommendations of this report are accepted then each community group would be required to complete the usual SMRC 'Notice of Intention to run an Event' form. This form ensures that Council is fully aware of all aspects of the event and can determine if any formal approvals need to be obtained or other Council services are required.

3. Economic

The allocation of a suitable budget by Council would be required to cover the general costs of each event. As stated above, the co-ordination and allocation of this budget would be through the SMRC Events co-ordinator.

Estimated Expenditure	**Amount**	**Financial year**	**Ledger**	**Account string**
Australia Day Events	$10,000	2018/2019		
Funding (Income/reserves)	**Amount**		**Ledger**	**Account string**
Australia Day Events	$0			

4. Civic Leadership

Australia Day presents an opportunity for Council to demonstrate civic leadership to the community. However there are some issues that are important which need to be addressed by the Council and applied to the entire region. The recommended approach in this report will rectify such issues by providing a clear and defined template for protocols and adherences that are required for such events.

This style of community event often overlaps different units of Council. Council's leadership will ensure that all departments within Council are aware of each event and the requirements involved. This will make the process far more efficient and streamlined for Council to service adequately and for the best outcomes for each community.

Council's leadership responsibilities include hearing and where possible meeting the community's expectations for the running of this important event. Allowing community groups to organise each individual event with the proposed assistance from Council provides that opportunity. Each community can organise their event to suit their community while Council oversee the general adherence and protocol requirements.

15.1 DEVELOPMENT APPLICATION 10.2003.222.2 - MODIFY CONDITION 5 TO REMOVE S94 FEES

Record No:

Responsible Officer:	Director Environment & Sustainability
Author:	Urban and Rural Planner
Key Direction:	6. Managing Development and Service Delivery to Retain the Things We Value
Delivery Plan Strategy:	DP6.2.1.1 Ensure that Council's land use planning and development policies enhance liveability.
Operational Plan Action:	OP6.11 Ensure development assessment is undertaken in accordance with adopted Local Environmental Plans, Development Control Plans, Council Policy and State and Federal legislation.
Attachments:	1. Notice of Determination - Refused - Draft to Council ⇩ 2. 18 11129 Modified Development Consent DA222 03 - 26 Feb 2007 ⇩ 3. 18 11128 Approved Plan of 53 Lot Subdivision DA222 03 ⇩ 4. 17 35906 Letter - Applicant - Dedication of Public Reserve - 1996 06 24 ⇩ 5. 18 11127 Letter to Applicant - Subdivisions at Cooma East - 15 Jan 2009 ⇩

Further Operational Plan Actions:

Applicant Number:	10.2003.222.2
Applicant:	Ignazio Mondello
Owner:	Ignazio Mondello
DA Registered:	01/12/17
Property Description:	Monaro Avenue COOMA 2630
Property Number:	Lot: 19 DP: 860066
Area:	
Zone:	R2 Low Density Residential
Current Use:	Residential
Proposed Use:	Residential
Permitted in Zone:	**2 Permitted without consent** Environmental protection works; Home-based child care; Home occupations **3 Permitted with consent** Bed and breakfast accommodation; Boarding houses; Car parks; Caravan parks; Centre-based child care facilities; Community facilities; Dual occupancies; Dwelling houses; Environmental facilities; Exhibition homes; Group homes; Home occupations (sex services); Neighbourhood

	shops; Places of public worship; Plant nurseries; Recreation areas; Recreation facilities (indoor); Recreation facilities (outdoor); Respite day care centres; Roads; Seniors housing; Signage; Water supply systems **4 Prohibited** Any development not specified in item 2 or 3
Recommendation:	Refusal

EXECUTIVE SUMMARY

The purpose of this report is to provide Council with the information to make a determination of the proposed modification under the *Environmental Planning and Assessment Act 1979 (the Act)*.

The proposed modification is seeking to amend Condition 5 of the Consent to remove the requirement to pay Section 94 contribution fees on an additional 3 lots.

All Section 94 contribution fees have been applied in accordance with Council's adopted policy at the time and the provisions of Section 94 of the *Environmental Planning and Assessment Act, 1979*.

The position of the applicant is that Section 94 Contributions (as made in the form of public reserves and monetary contributions) for stage 2 were to cover the requirements for any future changes to Stage 2 of the subdivision, including any changes to overall lot numbers following re-subdividing proposed Lot 8. This is incorrect, as Section 94 Contributions are payable on any additional lots. The letters and agreements the applicant has referred to are directly related only to Stage 1 but through various modifications are also relatable to Stage 2. However they clearly do not exempt the applicant from contributions payable for further subdivision. It is therefore considered that the proposed modification has no evidence to support the applicant's request.

This application is being submitted to Council for a decision because it involves an application that has previously been reported to Council issues relating to Section 94 Contributions.

RECOMMENDATION

That Council:

A. Pursuant to section 4.55(1) of the *Environmental Planning and Assessment Act 1979 (as amended)* it is recommended that modification to DA 222/03 to amend Condition 5 to remove the requirement to pay Section 94 contribution fees on an additional 3 lots, is refused;

B. If Council decides to make a determination other than as included in the recommendation, it must follow the procedure adopted through resolution 18/18 on 15 February 2018; and

C. Any person who made a submission is notified according to the regulations.

BACKGROUND

The subject application is part of an ongoing subdivision at Cooma East. On 27 November 1992 DA 94/92 was submitted for a 14 lot (with residue) subdivision. Consent was issued on 11 August 1993 for 19 lots and there has since been numerous modifications made to the original consent. The consent subject to this modification is DA 222/03 (Stage 2) which was for a 50 lot subdivision lodged in June 2003. The following background information of DA 222/03 has been compiled from excerpts of the letter dated 15 January 2009 (**Attachment 3)** and a further detailed investigation of Council's files:

- June 2003, DA 222/03 is lodged.
- On 7 January 2004, a letter is addressed to applicant advising of the resolution of Council Meeting on 22 December 2003 which included a requirement to provide an area of land adjacent to Lot 52 DP 826184 plus a sum of $40,000 as contribution to Open Space for Stage 2.
- Consent is issued for DA 222/03 on 4 February 2004. The consent included Condition 7 which refers to the dedication of land of 1580 square metres plus $40,000 for improvements in the public reserve. This is clearly stated in the condition as ***"…for Stage 2 only"*.**
- In a letter from Williams and Lightfoot dated 18 February 2004, a request was made on the applicant's behalf to delete Condition 7 of the consent for DA 222/03.
- A report was put to the Council Meeting of 13 April 2004 following the request for Modifications by the applicant regarding various issues including to delete condition 7. The item in relation to Condition 7 was deferred to the next Council Meeting.
- At the Council Meeting of 10 May 2004 it was resolved that Condition 7 remains.
- A modified Consent for DA 222/03 was issued on 23 July 2004 where Condition 7 became Condition 5 but otherwise the wording of the condition remained the same.
- Applicant writes to Council in letter dated 7 February 2005 to confirm they will comply with Condition 5. However the applicant also states that those requirements should also cover the future Stage 3 contributions for Open Space. NOTE: Condition 5 clearly states "*In lieu of Section 94 Contributions for Open Space* ***for Stage 2 only…****"*
- On 4 May 2005 Council advises applicant that a request to vary Condition 5 can only be considered via an Application to Modify an Approval.
- On 16 August 2005 a modification for DA 222/03 is lodged for road and lot layout changes. There was no request to modify or delete Condition 5.
- On 30 January 2006 a modification to Consent 222/03 was issued, still containing Condition 5 in its original format.
- On 26 June 2006 the applicant paid contributions for DA 222/03 including $40,000 for open space.
- On 26 June 2007 a modification to Consent 222/03 was issued incorporating the re-subdivision of proposed lot 8 (as indicated in consent dated 4 February 2004) into 4 allotments thus creating a 53 lot subdivision. As part of this modification Condition 5 was modified to include the following:

"***The applicant shall contribute an additional open space contribution for the additional allotments created by the further subdivision of proposed Lot 8. Such contribution to be equivalent to the contribution applicable at the time of linen release as per Council Contribution Plan (currently $2184.00 per allotment – being for 3 allotments $6552.00)."***

ASSESSMENT

The application has been assessed against the provisions of the following documents:

State Environment Planning Policies (SEPPs)	Nil
Local Environmental Plan (LEP) (including draft LEPs)	Cooma Monaro Local Environment Plan 2013
Development Control Plans	Cooma Monaro Development Control Plan 2014

SECTION 4.55 (1)

Application:	**10.2003.222.2**
Officer:	Timothy Pepperell
Date:	7/06/2018
Land:	Monaro Avenue COOMA 2630 Lot: 19 DP: 860066
Zone:	R2 Low Density Residential
Proposal:	Conversion Status
Modification:	Modify Condition 5 – To remove s94 Contribution fees for additional 3 allotments

An assessment has been conducted under the provision of Section 4.55 (1) of the *Environmental Planning and Assessment Act, 1979* ('the Act'). The following matters require the consideration of the Council.

<u>Section 4.55 (1) and EP&A Act Checklist:</u>

This application was submitted as a modification to approved Modified Consent **222/03** dated 26/06/07 (**Attachment 1)**

The applicant is seeking to modify Condition 5 to remove the requirement to pay Section 94 contribution fees on an additional 3 lots.

"Condition 5 – *In lieu of Section 94 Contributions for (**54** allotments) Open Space for Stage 2 only and in recognition of the variation to recreational reserves indicated in the proposal for the original subdivision (indicated in the previous DCP No.10 **now redundant**) the applicant shall provide the additional reserve area within Lot 19 DP 860066, being land adjacent to Lot 52 DP 826164 and shown as Proposed Open Space 6(b) on the Development Control Plan Amendment dated 23 December 2003 and having an area of approximately 1580 square*

metres (colour purple on the plan marked 'A' attached). In addition, the applicant shall contribute the sum of $40,000 towards improvements to be undertaken by Council in the public recreation reserve so created. ***The applicant shall contribute an additional open space contribution for the additional allotments created by the further subdivision of proposed Lot 8. Such contribution to be equivalent to the contribution applicable at the time of linen release as per Council Contribution Plan (currently $2184.00 per allotment – being for 3 allotments $6552.00).***

Reason: To ensure usable open space is made available as part of the subdivision under the provision of Section 94 of the Environmental Planning and Assessment Act, 1979.

The issue of the provision of public reserves and payment of s94 contribution fees for stages 1 -3 has been disputed by the applicant for some time and has been the subject of several previous Council Reports and Resolutions of Council. The outcomes of those Resolutions have been provided to the applicant on each occasion.

Attachment 3 provides an itemised history of the matter spanning stages 1 – 3 of the subdivision, as written by the Director of Environmental Services (CMSC) in a letter to the applicant dated 15th January 2009. This letter was provided following a further approach to Council by the applicant in November 2008 which again contested several previously clarified aspects regarding the application of Section 94 developer contributions. Items 7 through 23 are particularly relevant to this application.

Note that while there are references to 'Stage 3' in the correspondence, it should be noted that the application for Stage 3 (DA 37/06) was withdrawn at the request of the applicant at the Council meeting on 14 December 2009. For the purposes of the EP& A Act, an application that is withdrawn is taken as *'never to have been made'* (EP&A Regulation, Clause 52).

The basis of the Applicant's objection is that the dedication of land for recreational reserves and the fee of $40,000 (Paid on 26 June 2006) covers the whole of the development for stage 2, including the additional 3 lots. The applicant makes reference to letters received from Council, dated 21 May 1996 and 24 June 1996, as the basis for their understanding that the dedicated reserves are in lieu of any further monetary contributions (See **Attachment 2**). As per Item 21 of Attachment 3 it is noted that the land referred to as Public Reserves in the letters were only related to DA 94/92 for Stage 1 and do not state that no further contributions are payable as a result of further subdivision. It is acknowledged that the public reserves in question have been modified and altered as a result of previous modifications to stage 1 and stage 2 of the development, however this would not affect the requirement for additional fees as per Condition 5.

Following a detailed review of the development's history it is recognised that there may be some confusion surrounding the issue of Section 94 contributions. To clarify, it is Councils position that all Section 94 contribution fees and land in lieu of contributions were applied to the development as it stood in its original form as a 50 Lot Subdivision. Following the previous modification of DA 222/03, which approved an additional 3 allotments, additional Section 94 Contribution fees were applied in accordance with Council's adopted policy at the time and the provisions of Section 7.11 (previously Section 94) of the *Environmental Planning and Assessment Act, 1979*.

7.11

(1) *If a consent authority is satisfied that development for which development consent is sought will or is likely to require the provision of or increase the demand for public amenities and public services within the area, the consent authority may grant the development consent subject to a condition requiring:*

(a) the dedication of land free of cost, or

(b) the payment of a monetary contribution

or both.

As per s 7.11(1) Council is able to apply contribution fees if it is satisfied that demand for public amenities will increase as a result of the development. As the previous modification granted approval for an additional 3 lots it is reasonable to assume that as a result of increasing the lot density in the subdivision further demand for amenities will arise.

The additional fees are justified based on the expected increase in demand on facilities and amenities, therefore it is recommended that Condition 5 remain and the Application to Modify DA 222/03 (to remove the developer contributions for the additional 3 lots) be **refused**.

CONCLUSION

In summary Section 94 Contributions provided by the applicant (public reserves and monetary contributions) for stage 2 were only in relation to the original proposed development (50 Lots) and do not exempt the applicant from contributions payable for further subdivision. It is therefore considered that the proposed modification has no evidence to support the applicant's request and as such this report recommends refusal of the proposed modification.

It should be noted that this assessment only relates to DA 222/03 (Stage 2). Applications received by Council for future stages will be subject to assessment under the relevant legislative provisions and subject to current adopted Council Policies as they apply at that time. This aspect has previously been explained to the landowner and subsequently confirmed in writing.

QUADRUPLE BOTTOM LINE REPORTING

1. Social

If the proposed modification is approved, it will remove developer contributions that would otherwise have provided funds for the improvement of public recreation space /facilities in the locality of the development. The cost incurred would therefore be borne by the broader community.

2. Environmental

The proposed modification will have minimal environmental impact, however it will remove developer contributions that would otherwise have provided funds for the improvement of public recreation space/facilities, in the locality of the development.

3. Economic

The proposed modification will result in economic impact where Council and rate payers incur the cost of improvements to recreation facilities which should have attracted a contribution from the developer.

4. Civic Leadership

In determining this DA Council is demonstrating effective governance by ensuring applications are determined in accordance with adopted Council Policy and State and Federal legislation.

Enquiries Timothy Pepperell
Service Planning – Cooma Office
Our Ref 2003.222.2
Your Ref

Ignazio Mondello
[redacted]
COOMA NSW 2630

Notice of Determination of a Development Application

Issued under the *Environmental Planning and Assessment Act 1979* (the 'Act')

Application Number	**10.2003.222.2**
Property Description	**Monaro Avenue COOMA 2630** **Lot: 19 DP: 860066**
Development Description	**Conversion Status**
Classification	**OTHR**

Determination

Pursuant to Section 80(1)(a) of the Act

Notice is hereby given of the determination Snowy Monaro Regional Council of Development Application 2003**.222.2** relating to the land described above.

The Development Application has been **REFUSED** for the reasons specified below in this Notice.

Authority: Council

Determination Date: _____

Integrated Approval Bodies

Pursuant to Section 93 of the Act

nil

Reasons for Refusal

Development Application 2003**.222.2** is refused for the following reason/s:

The proposed modification has no evidence to support the applicant's request.

It would remove developer contributions that would otherwise have provided funds for the improvement of public recreation space /facilities in the locality of the development. The cost incurred would therefore be borne by the broader community.

Advice to Applicant

nil

Notes

1) An applicant may request a review of this determination under Section 82A of the Environmental Planning and Assessment Act 1979. A request for a review must be lodged within 6 months of the date of this notification. A review under Section 82A cannot be made for Integrated, Designated or Crown Development.

2) Section 97 of the Act confers on an applicant or an objector who is dissatisfied with the determination of Snowy Monaro Regional Council, a right of appeal to the Land and Environment Court exercisable within 6 months after receipt of this notice.

On behalf of the above Council:

Timothy Pepperell
Town Planner
for
Peter Smith
Director of Environment and Sustainability

Ron Dakin (RD:CL)
5238.0114/222/03

Form 4

NOTICE TO APPLICANT OF DETERMINATION OF A MODIFIED DEVELOPMENT APPLICATION

Environmental Planning and Assessment Act, 1979

Cooma-Monaro Council

To: I Mondello
of: [redacted]
COOMA NSW 2630

being the applicant in respect of Development Application No **222/03**. Pursuant to Section 96 of the Act notice is hereby given of the determination by the above Council of the Development Application No **222/03** relating to the land described as follows:

Yareen Road Cooma – Lot 19 DP 860066 being **a residential subdivision 53 allotments (including residue and recreation area).**

(Incorporating the re-subdivision of proposed lot 8 (as indicated in consent dated 4 Feb 2004) into 4 allotments)

The Development Application has been determined by -

GRANTING OF CONSENT SUBJECT TO THE CONDITIONS SPECIFIED IN THIS NOTICE

1 The submission of a suitable subdivision plan for the certification of Council **incorporating the additional 4 allotments.** Such plan to be prepared by a registered surveyor.
Reason: Requirement for registration of a subdivision plan.

2 Payment of a linen release fee as required under Council's Fees and Charges. Such figure to be that applicable at the time of linen release, **being the outstanding amount applicable as a result of this amended consent.** – currently $65.00 **per allotment.**
Reason: In accordance with Council's Fees and Charges.

3 Survey costs, correspondence fees, registration fees and the like are the responsibility of the applicant/developer not Council.
Reason: Requirement of Council that all expenses associated with the development are borne by the applicant/developer.

4 All lots shall be numbered consecutively on the linen plan.
Reason: Requirement of Council so that lots are identified logically.

5 In lieu of Section 94 Contributions for (**54** allotments) Open Space for Stage II only and in recognition of the variation to recreational reserves indicated in the proposal for the original subdivision (indicated in the previous DCP No10 **now redundant**) the applicant shall provide the additional reserve area within Lot 19 DP 860066, being land adjacent to Lot 52 DP 826164 and shown as Proposed Open Space 6(b) on the Development Control Plan Amendment dated 23 December 2003 and having an area of approximately 1580 square metres (colour purple on the plan marked 'A' attached). In addition, the applicant shall contribute the sum of $40,000 towards improvements to be undertaken by Council in the public recreation reserve so created. **The applicant shall contribute an additional open space contribution for the additional allotments created by the further subdivision of proposed Lot 8. Such contribution to be equivalent to the contribution applicable at the time of linen release as per Council Contribution Plan (currently $2184.00 per allotment – being for 3 allotments $6552.00).**
Reason: To ensure useable open space is made available as part of the subdivision under the provision of Section 94 of the Environmental Planning and Assessment Act, 1979.

6 Payment of the following headworks charges in respect of water supply **currently $2471** per allotment created **Current additional contribution level for additional 3 allotments inherent within this consent as modified is $7413.** Such figure, if unpaid after the end of the current financial year, shall be increased to the figure adopted by Council for the financial year in which the payment is made.
Reason: Requirement of Section 64 of the Local Government Act 1993 with Council having considered the likely increased demand generated by the development.

7 Payment of the following headworks charges in respect of sewerage, **$2014** per allotment created. **The additional contribution for 3 allotments totalling $6042.** Such figure, if unpaid after the end of the current financial year, shall be increased to the figure adopted by Council for the financial year in which the payment is made.
Reason: Requirement of Section 64 of the Local Government Act 1993 with Council having considered the likely increased demand generated by the development.

8 Section 64 Contributions (headworks charges for water supply and wastewater services) have been calculated for single dwellings on each lot. The land included in this development application is zoned **2(B1)** which permits multiple occupancy. **Therefore, additional headworks charges may be applicable for each lot on which multiple occupancies are constructed in the future.** Such charges will be calculated in accordance with the Fees and Charges approved in Council's annual budget in accordance with Section 64 Contributions Plan. Such figure, if unpaid after the end of the current financial year, shall be increased to the figure adopted by Council for the financial year in which the payment is made.
Reason: To ensure all proposed development contributes to their impact on Council's services and are assessed by Council's Section 64 Contributions Plan.

9 All existing water mains that will traverse residential and/or private lands shall be abandoned and new mains constructed on existing or proposed road reserve or public reserves.
Reason: To ensure unrestricted access to all water mains and reduce the potential for damage to the mains and damage to private property should a water main fail.

10 All water and sewer pipelines rendered obsolete or unused in the new subdivision layout shall be removed and disposed of in a manner acceptable to Council. All easements no longer required shall be extinguished from the title. **Where necessary the seal and signatures of the Council may be applied.**
Reason: To ensure obsolete and unused services do not interfere with the development of lots

created by the subdivision.

11 Proposed Lots 21, 22, 23 & 24 shall be redesigned to provide direct access to the internal subdivision road and not Thurrung Street.
*Reason: To reduce/remove traffic impact on **the** existing bailey bridge over the railway line in Thurrung Street.*

12 The existing communication line running across proposed Lots 21-25 is to be relocated onto the reserve adjacent to the railway with this relocation being at the developer's expense.
Reason: To remove any encumbrance of development of the affected lots.

13 The high tension power lines and poles located inside the western boundary of Lot 19 DP 860066 are to be relocated clear of the proposed subdivision works, with this relocation being at the developer's expense.
Reason: To remove an encumbrance of development of the affected lots.

14 All stormwater is to be discharged into a stormwater drainage system to be constructed within the road reserve created by this subdivision. The construction of this stormwater drainage system is to be carried out by the developer at full cost. Detail design plans, prepared by a qualified person, for the stormwater drainage system are to be submitted to Council for approval and certification, with no work commencing until such approval and certification is granted by Council. The drainage system is to be designed so as to ensure that the natural waterways into which the system discharges will not be subject to flows greater than that which discharges from the land in its undeveloped state. Where such works create additional discharge, the applicant shall provide where necessary, improvements to existing drainage lines/pipes to accommodate such additional flows. Such works, where earthen drainage lines currently exist, may include the provision of piped stormwater lines to a disposal point agreed by Council.
Reason: To ensure compliance with Council's Development Control Plan No 1 and satisfactory disposal of stormwater.

15 All soil stockpiles on-site are to be thoroughly tested for possible contamination prior to any other works on-site. Any resultant contamination is to be treated in accordance with the requirements of **the** Site Auditor. **No site works shall commence in respect of this amended consent (other than remedial activities associated with the requirements of the Site Auditor) until Council is in receipt of the Site Auditors certification that works associated with the removal of water mains has been rendered satisfactory for residential use of the allotments in the subdivision.**
*Reason: To ensure that contamination is removed/treated to comply with Department of Environment and Conservation (formerly EPA) **(or its successors)** guidelines for residential development.*

16 The existing and proposed public road extension of Monaro Avenue to Yareen Road shall be designed and constructed/reconstructed in accordance with the provisions of DCP No 1 and Council's Specifications for Engineering Works. This road shall comply with the minimum requirements of the category 'Local Street', including concrete footpath 1.2 metres wide constructed on one side.
Reason: To ensure construction works comply with Engineering Standards.

17 The proposed subdivision road from Thurrung Street to Monaro Avenue shall be designed and constructed in accordance with the provisions of DCP No 1 and Council's Specifications for Engineering Works. This road shall comply with the minimum requirements of the category 'Local Street', including concrete footpath 1.2 metres wide construction on one side.

Reason: To ensure construction works comply with Engineering Standards.

18 The two proposed cul-de-sacs joining the proposed new subdivision road referred to in Condition 16 shall be designed and constructed in accordance with the provisions of DCP No 1 and Council's Specifications for Engineering Works. This road shall comply with the minimum requirements of the category 'Access Street'.
Reason: To ensure construction works comply with Engineering Standards.

19 The proposed new subdivision road from lots 39 and 46 through to Uran Street shall be designed and constructed in accordance with the provisions of DCP1 and Council's Specification for Engineering Works. This road shall comply with the minimum requirements of the category 'Local Street' including concrete footpath 1.2 metres wide constructed on one side.
Reason: To ensure constructed works comply with Engineering Standards.

20 Public pathways 3 metres wide shall be constructed from each cul-de-sac head to the nearest available public road or reserve. Such pathways to be bitumen sealed or paved in accordance with Council's Specifications for Engineering Works.
Reason: To comply with Council's Policy.

21 Provision of street lighting shall comply with the provisions of Austroads Guide to Traffic Engineering Practice Part 12 Roadway Lighting.
Reason: To ensure construction works comply with Engineering Standards.

22 Stormwater drainage shall comply with the provisions of DCP No 1 and Council's Specifications for Engineering Works. The minor system design recurrence interval is five (5) years for Local Streets and Access Streets, ten (10) years for Collector Streets, one hundred (100) years for flows through private property. The major system design recurrence interval is one hundred (100) years. For flows across private property, a defined surcharge path shall be provided, with easements over pipe systems and surcharge paths. Stormwater systems shall be designed to prevent undesirable impacts on downstream pipe and channel systems.
Reason: To ensure construction works comply with Engineering Standards and Council's specifications for engineering works in relation to stormwater drainage (as in Standard Condition E6.5).

23 **NO WORK IS TO COMMENCE** until a Construction Certificate is issued by Council or a private Principal Certifying Authority.
Reason: Requirement of the Environmental Planning and Assessment Act and Regulations.

24 Works on public roads shall be carried out in accordance with 'Traffic Control at Work Sites' – RTA 1995. For works on public roads or Council reserves, satisfactory evidence of the currency of public liability insurance of not less than $5 million must be submitted to Council, specifically indemnifying Council against all claims arising from the execution of the works.
Reason: In accordance with Council's Development Control Plan No 1.

25 Engineering designs, plans and specifications for the construction/upgrading of the proposed/existing public road/s, prepared in accordance with the requirements of DCP No 1, shall be submitted to and approved by Council's Director of Engineering Services prior to issue of a Construction Certificate.
Reason: In accordance with Council's Development Control Plan No 1.

26 Provide for the supply of underground electricity, telephone services and street lighting. Compliance with the requirements of the relevant authorities to be achieved and shown on the

engineering plans submitted for approval. Such facilities to be placed within the footpath verge.
Reason: To provide adequate services to all lots at acceptable standards.

27 That arrangements be made with Telstra for the provision of telephone services to the created lots in the subdivision. Written advice to be forwarded to Council of the requirements of the telephone service provider.
Reason: To provide adequate services to the lots.

28 The applicant shall nominate, in writing to Council, the preferred name/s for the proposed new public road/s for approval by Council. Road name signs bearing the approved names shall be erected in accordance with the requirements of DCP No 1.
Reason: In accordance with Council's Development Control Plan No 1.

29 Soil and water management plans, prepared in accordance with the requirements of DCP No1 and detailing erosion and sediment control measures to be implemented prior to, during and following construction works, shall be submitted to, and approved by Council prior to issue of a Construction Certificate.
Reason: In accordance with Council's Development Control Plan No 1.

30 The following Works-as-Executed records, prepared in accordance with the requirements of DCP No 1, shall be submitted to Council prior to final inspection of the completed works by Council's Director of Engineering Services or his representative:

(a) Works-as-Executed plans of the constructed works.
(b) Certification from a registered surveyor that all pipes/utilities/constructed roads are wholly contained with the respective easements or reserves/road reserves.
(c) Road construction details.

Reason: In accordance with Council's Development Control Plan No 1.

31 For works which are to revert to Council's ownership and control, cash or other acceptable form of security, of not less than 10% of the cost of works undertaken in association with the consent, shall be lodged with Council for a period of at least twelve (12) months to cover maintenance or rectification works during this period. Such period to commence on the day of registration of the subdivision plan at the Land Titles Office.
Reason: In accordance with Council's Development Control Plan No 1.

32 Development Control Plan No 27 – Public Water Supply is applicable.
Reason: Development to comply with Council's Policy.

33 Each lot created shall be provided with a metered water supply service connection in accordance with Development Control Plan No 27 – Public Water Supply.
Reason: Water supply service shall comply with Council's Development Control Plan No 27.

34 Extend the Council water mains to service the proposed development in accordance with Council's Development Control Plan No 27.
Reason: Water supply service shall comply with Council's Development Control Plan No 27.

35 A five (5) metre wide reserve shall be dedicated for the 250 diameter water main where it passes through the proposed residential development and such reserve shall be centred over the pipeline OR reroute the trunk water main, at the developer's expense, around the proposed development or by other acceptable means which will exclude the water main from private property.

Reason: To provide unrestricted access to the trunk water main and reduce the potential for property damage should the main fail or be damaged.

36 The proposed water main for the proposed subdivision road connecting to Monaro Avenue and Thurrung Street shall be a minimum 150 mm diameter with two (2) connections (one either side) to the 250 mm diameter trunk water main. These new 150 mm diameter water mains shall interconnect with the proposed 150 mm water mains in Thurrung Street and the extension of the existing 150 mm water main in Monaro Avenue.
Reason: To comply with the Cooma Water Supply reticulation network, provide unrestricted access to the water main and reduce the potential for property damage should the main fail or be damaged.

37 The extension of the 150 mm water main in Monaro Avenue shall be extended to past the intersection with the proposed 150 mm water main for the proposed new subdivision road.
Reason: To allow the future connection of Stage III subdivision.

38 The proposed 100 mm water main on the west side of Monaro Avenue shall interconnect with "tee" pieces to the 150 mm water mains in Thurrung Street and the proposed new subdivision road.
Reason: To comply with the Cooma Water Supply reticulation network and ensure that the developer's requested additional 100 mm water main is adequately serviced.

39 The water mains to service the proposed cul-de-sacs roads shall be 100 mm diameter.
Reason: To comply with the Cooma Water Supply reticulation network.

40 The 150 mm diameter water main that links between the 250 trunk and 150 mm diameter and reticulation water mains at the southern end of proposed Stage II shall be relocated, at the developer's expense, off Stage II subdivision proposed lots, **OR** alternatively delete the section of Stage II affected by these water mains and include the deleted section in Stage III.
Reason: To ensure unrestricted access to all water mains and reduce the potential for damage to the mains and damage to private property should the water main fail or be damaged.

41 All water supply reticulation pipeline fittings (eg hydrants, stop valves, bends, tees etc) shall **be** Fusion Bonded **coated.**
Reason: To ensure the water main fittings are of an adequate standard.

42 Development Control Plan No 28 – Wastewater Drainage is applicable.
Reason: Development to comply with Council Policy.

43 Each lot created within this subdivision shall be provided with a separate 150 mm diameter wastewater service connection in accordance with Development Control Plan No 28 – Wastewater Drainage.
Reason: Wastewater drainage service shall comply with Council's Development Control Plan No 28.

44 Extend the Council wastewater drainage system to service the proposed development in accordance with Council's Development Control Plan No 28 – Wastewater Drainage.
Reason: Wastewater drainage service shall comply with Council's Development Control Plan No 28.

45 Any structure proposed to be erected adjacent to or over a wastewater drainage main shall comply with Council's Development Control Plan No 22 – Building and Planting near

Wastewater Drainage Mains.
Reason: To ensure the integrity of the pipeline and access to the pipeline is not compromised.

46 Create drainage, water, sewer and service easements where required and/or as directed by Council free of all costs to Council.
Reason: In accordance with Council's policy and determination.

47 A separate development application being submitted for the erection of any dwelling on the subject land and proposed allotments.
Reason: Requirement following consideration of Section 79C(1)(a)(i) of the Environmental Planning and Assessment Act 1979.

48 The land shall be developed in accordance with the staging and provisions indicated in Development Control Plan No 6 (as amended) as it applies to this land.
Reason: To comply with the adopted Development Control Plan and staging for the subject land.

49 A detail survey plan shall be submitted showing the proposed new road alignment, lot layout and existing services as constructed.
Reason: To ensure that the water and wastewater service as constructed conform to the proposed new road alignment and lot layout.

50 The existing 150 diameter water main that traverses the existing land and proposed residential lots, 43 and 44 shall be disconnected by Council staff at the developers cost and abandoned.
Reason: the existing water main will be surplus to the requirements of the water supply system.

51 Extend, alter, construct new 150 mm water mains from Monaro Avenue to connect to the existing water main in Montgomery Street in accordance with Council's Development Control Plan No 27 – Public Water Supply. This new water main shall not interconnect to the 100 mm main that traverses the Cooma Little Theatre Property.
Reason: To ensure that the alterations to the water main reticulation network complies with the requirements of Water Supply system.

52 **No water supply service shall traverse or encroach onto any lot to service another.**
Reason: Services to remain wholly within lot it services.

53 **Existing water supply rising mains, trunk and reticulation pipelines exposed, accidentally or deliberately, during construction shall be protected from damage. Any damage occasioned to any Council service shall be repaired/reinstated to new condition at the applicant's expense.**
Reason: Advice to the applicant.

54 **Existing wastewater rising mains, trunk and drainage pipelines exposed, accidentally or deliberately, during construction shall be protected from damage. Any damage occasioned to any Council service shall be repaired/reinstated to new condition at the applicant's expense.**
Reason: Advice to the applicant.

The reasons for the imposition of these conditions are as follows:

1 **Requirements of the Environmental Planning and Assessment Act and Regulations.**
2 **Requirements of the Building Code of Australia.**
3 **Requirements of Council Codes and Policies.**
4 **Requirements to ensure satisfactory siting, design, drainage, materials and vehicle accommodation.**

Notes:

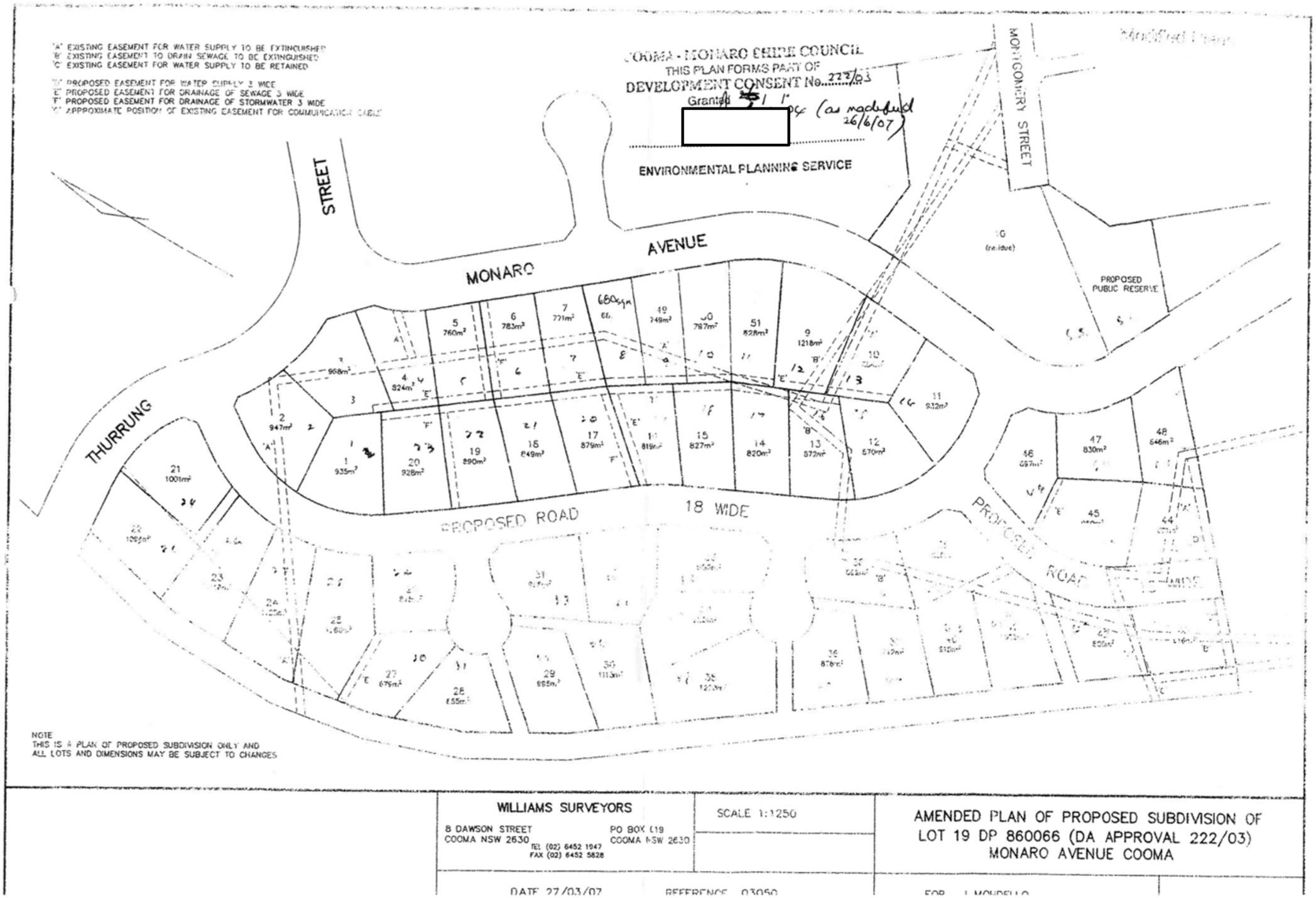
(1) To ascertain the date upon which the consent becomes effective refer to Section 83 of the Act.
(2) To ascertain the extent to which the consent is liable to lapse refer to Section 99 of the Act.
(3) Section 97 of the Act confers on an applicant who is dissatisfied with the determination of the Cooma-Monaro Shire Council a right of appeal to the Land and Environment Court exercisable within 12 months after receipt of this notice.
(4) This consent has been modified by condition number 1, 2, 5, 6, 7, 8, 9, 10, 11, 15, 41, 52, 53 & 54.

Endorsement Date 4 February 2004

On behalf of the above Council _____

RON DAKIN
MANAGER OF PLANNING
for
N A WATT
GENERAL MANAGER

Date 26/6/07


'A' EXISTING EASEMENT FOR WATER SUPPLY TO BE EXTINGUISHED
'B' EXISTING EASEMENT TO DRAIN SEWAGE TO BE EXTINGUISHED
'C' EXISTING EASEMENT FOR WATER SUPPLY TO BE RETAINED
'D' PROPOSED EASEMENT FOR WATER SUPPLY 3 WIDE
'E' PROPOSED EASEMENT FOR DRAINAGE OF SEWAGE 3 WIDE
'F' PROPOSED EASEMENT FOR DRAINAGE OF STORMWATER 3 WIDE
'G' APPROXIMATE POSITION OF EXISTING EASEMENT FOR COMMUNICATION CABLE
COOMA - MONARO SHIRE COUNCIL
THIS PLAN FORMS PART OF
DEVELOPMENT CONSENT No. 222/03
Granted
(as modified 26/6/07)
ENVIRONMENTAL PLANNING SERVICE
MONTGOMERY STREET
MONARO AVENUE
THURRUNG STREET
PROPOSED PUBLIC RESERVE
PROPOSED ROAD 18 WIDE
PROPOSED ROAD
NOTE
THIS IS A PLAN OF PROPOSED SUBDIVISION ONLY AND
ALL LOTS AND DIMENSIONS MAY BE SUBJECT TO CHANGES
WILLIAMS SURVEYORS
8 DAWSON STREET
COOMA NSW 2630
TEL (02) 6452 1947
FAX (02) 6452 5828
PO BOX 619
COOMA NSW 2630
SCALE 1:1250
AMENDED PLAN OF PROPOSED SUBDIVISION OF
LOT 19 DP 860066 (DA APPROVAL 222/03)
MONARO AVENUE COOMA
DATE 27/03/07

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COOMA-MONARO SHIRE COUNCIL

81 COMMISSIONER STREET COOMA
P.O. BOX 714 COOMA N.S.W. 2630

TEL: (064) 50 1777
FAX: (064) 50 1799

OFFICE HOURS: Monday - Friday 8.35AM - 5.00PM

All correspondence to be addressed to the General Manager

Enquiries: Mr Pat Booker (PB:CR)
Our Ref: 1035.30/7094/92
Your Ref:

24 June, 1996

Mr I Mondello
Monaro Constructions
[redacted]
COOMA NSW 2630

Dear Mr Mondello

DEDICATION OF PUBLIC RESERVE - SUBDIVISION OF LOT 7, DP 246089

As you have been previously advised, Council has accepted an area of 4 621 m² as Public Reserve (Lot 20 created in your Subdivision), subject to requirements, including:

> *'The removal of all noxious weeds from the land so dedicated as Reserve, and compliance with the Director of Engineering Services for all other associated works.'*

The associated works have been assessed as:

1. removal of dilapidated fencing between the Reserve and SRA land;
2. removal of all dead trees and bushes as well as removal of damaged or broken branches;
3. removal of all litter from the Reserve.

These works now become part of your amended consent in lieu of payment of a Section 94 Contribution for recreational facilities.

If you have any queries in relation to the above, please contact Council's Manager Engineering Design, Pat Booker, on (064) 50 1752.

Yours sincerely

[redacted]

DAVID BYRNE
DIRECTOR OF ENGINEERING SERVICES
for
NEIL WATT
GENERAL MANAGER

"Building a Better Community"

COOMA-MONARO SHIRE COUNCIL

81 COMMISSIONER STREET COOMA
P.O. BOX 714 COOMA N.S.W. 2630

TEL: (064) 50 1777
FAX: (064) 50 1799

OFFICE HOURS: Monday - Friday 8.35AM - 5.00PM

All correspondence to be addressed to the General Manager

Enquiries: Mr Ron Dakin RWD.hd
Our Ref: 5242/7094/92
Your Ref: 21 May, 1996

Mr I Mondello
Monaro Constructions
[redacted]
COOMA NSW 2630

Dear Mr Mondello

Re: Acceptance of Lands as Public Reserve - Subdivision Lot 7 DP 246089

At a recent meeting of Council your request for Council to accept certain lands as public reserve in lieu of a monitory contribution required by Condition No. 38, was considered.

The Council accepts, in response to a Section 94 contribution, an area of 2700m² in area public reserve within Lot 7 DP 246089 subject to the following:

1. **The applicant being responsible for all survey and legal costs.**
2. **The removal of all noxious weeds from the land so dedicated as reserve, and compliance with the Director of Engineering Services for all other associated wo**
3. **Dedication of the public reserve within Lot 7 to be included in the linen plan fo 19 lot subdivision.**
4. **Council will accept dedication of the proposed reserve in Lot 8 providing such as indicated by the Director of Engineering Services, is completed on the land.**
5. **That the applicant be advised that in any subsequent approval involving subd of land adjoining the proposed public reserve, adjacent to the railway reserve, Council will require the provision of adequate pedestrian access from any new created.**

Yours sincerely,

[redacted]

RON DAKIN
MANAGER PLANNING
for
NEIL WATT
GENERAL MANAGER

"Building a Better Community"

COOMA-MONARO SHIRE COUNCIL

81 Commissioner Street
(PO Box 714)
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ABN 19 204 741 100

TEL: (02) 6450 1777
FAX: (02) 6450 1799
council@cooma.nsw.gov.au
www.cooma.nsw.gov.au

OFFICE HOURS: Monday – Friday 8.35am – 5.00pm
All correspondence to be addressed to the General Manager

Enquiries: Peter Smith (PS:NW)
Our Ref: DA 94/92, 222/03, 37/06
Your Ref:

15 January 2009

Mr I Mondello
[redacted]
Cooma

Dear Mr Mondello

Subdivisions at Cooma East – DA's 94/92, 222/03, 37/06

Following the meeting between yourself, Mayor Vin Good, General Manager Mr John Vucic, Director of Engineering Services Mr David Byrne, and myself on 27 November 2008, regarding Section 94 Contributions for the above applications, the following information is provided for your reference:

1. DA 94/92 was submitted on 27 November 1992 and was for the subdivision of Lot 7 DP 246089 originally into 14 lots with residue. This consent was issued on 11 August 1993 for 19 allotments. There have been various modifications to the original consent since that time, and variations to aspects of the approval at different times since the original approval, including concessions granted in relation to the delayed payments of contributions due to financial issues. DCP 10 (adopted by Council on 11 May 1992 following approval of rezoning application made by SMHEA and subsequently amended and adopted by Council on 12 July 1993) applies to this land at that time.
2. A Modified Consent was issued on 5 January 1994 which stated at Condition 38 *"Council does recognise that the current plan includes proposed recreational areas. Stage 1 does not contain any recreational component that Council will accept."* Condition 1 of this consent clearly states that Council would not accept the proposed dedication of land at the corner of Wangie and Thurrung Streets.
3. On 13 May 1996 Council considered a report following representations on 22 February 1996 on your behalf by Williams Lightfoot for the dedication of land in lieu of Section 94 contributions for recreation, originally being Condition 38 of Development Consent 94/92. Correspondence in relation to this issue shows that the application was changed to 19 allotments. The consent and subsequent modification was specifically for the subdivision of Lot 7 DP 246089.
4. Your letter of 10 March 1995 stated that you were willing to consult with Council regarding the provision of public reserves in the subdivision, apparently in lieu of paying monetary contributions.

5. At its meeting of 13 May 1996 Council agreed to accept 2,700 square metres (sq m.) of public reserve within Lot 8 DP 246089 in addition to reserve area provided in Lot 7 DP 246089, in lieu of monetary contributions as required by Condition 38 (subject to conditions).
6. Upon registration of this subdivision (DP 860066) the residue of former Lot 7 became Lot 19 DP 860066. The accepted reserve area previously in Lot 7 DP 246089 became Lot 20 DP 860066, totalling 4,621 sq m. The area of reserve created from within the former Lot 8 DP 246089 becomes Lot 3 DP 860934, having an area of 2,362 sq m.
7. DA 222/03 (Stage 2) is lodged in June 2003. This application is for the subdivision of Lot 19 DP 860066, and is described on the application as a 50 lot subdivision. This proposal requires an amendment to DCP 6 to enable it to proceed. Council adopts the amended DCP on 22 December 2003.
8. Council wrote to you on 7 January 2004 advising of the resolution of Council from its meeting on 22 December 2003 which included a requirement to provide an area of land adjacent to Lot 52 DP 826184 plus a sum of $40,000 as contribution to Open Space **for Stage 2**.
9. Consent is issued for DA 222/03 on 4 February 2004 being for subdivision of Lot 19 DP 860066 (50 allotments). This consent includes Condition 7 which refers to the dedication of land of approximately 1,580 sq m. in area plus $40,000 for improvements in the public reserve. This is clearly stated in the Condition as **"..for Stage 2 only".**
10. On 9 February 2004 you wrote to Council requesting the 10m wide reserve be *"returned to Lot 19 and Lot 3"* and exchanging for 2,500-3,000 sq m. of land plus $40,000. Your letter is referenced *"Subject: Section 94 Contributions for Open Space – Stage 2 Bella Vista Estate, Cooma East"*. A reply was sent detailing the complicated process required to achieve this in relation to changing the land from "Community" to "Operational" under the Local Government Act.
11. On 18 February 2004 Williams & Lightfoot state in a letter to Council in relation to subdivisions of Lot 7 and 8 DP 246089 *"Both these subdivisions were carried out under DCP10 which at the time required an area equivalent to 10% of the subdivision area to be created as public reserve. The 19 residential allotments created by the two subdivisions have a total area of 18,933 sq m. The total area of public reserve created was 6,983 sq m. being 5,090 sq m. more than the required 10%. Mr Mondello created this additional area in good faith on the understanding from Council that it would be credited to any future subdivisions"*.
    NOTE: the area of Lot 7 DP 246089 was 9.24Ha or 92,400 sq m. 10% of this area (as required by DCP10 at the time) is 9,240 sq m. For Stage 1, a total area of 6,983 sq m. was provided, being 2,257 sq m. less than the 10% of the area of Lot 7 DP 246089. These figures exclude the area of Lot 8 DP 246089 (2.1964Ha). The argument put forward by Williams Lightfoot is based on the area of the residential allotments created by the subdivision, not the overall area of the subdivided land. A request was made via Williams & Lightfoot to delete Condition 7 of Consent 222/03 at this time.
12. A report was put to the Council meeting of 13 April 2004 (Note Councillor Kaltoum was Administrator at this time) following the request for Modifications by you

regarding the reserve issue and various other issues. The report clearly sets out the requirements for provision of recreational areas and the reasoning behind Council's condition (Condition No 7 of Consent 222/03). The item in relation to Condition 7 was deferred for consideration at the next Council meeting.

13. At the Council meeting of 10 May 2004, it was resolved that Condition 7 remains. (Note Councillor Kaltoum was Administrator at the time.)
14. A Modified Consent was issued on 23 July 2004. Condition 7 became Condition 5 of the Modified Consent but its content remained unchanged.
15. On 7 February 2005 you wrote to Council stating that you are happy to provide additional land (approximately 1,580 sq m.) and a monetary contribution of $40,000 as per Condition 5. The letter also states *"However it is our opinion that the provision of this additional open space and the financial contribution towards it should also cover Stage 3 of the overall development"*. NOTE: Condition 5 clearly states *"In lieu of Section 94 Contributions for Open Space* ***for Stage 2 only..."***
16. On 4 May 2005 Council wrote to you advising that a request to vary the condition regarding Section 94 Contributions can only be considered via a request for modification.
17. On 16 August 2005 DA 37/06 (subdivision Stage 3) is lodged, being subdivision of Lots 4 and 6 DP 246089, Lot 51 DP 826184, and part of Lot 19 DP 860066. Note that the part of Lot 19 DP 860066 for this stage becomes Lot 102 and Pt Lot 102 DP 1109187 upon registration of the Stage 2 subdivision plan (DP1109187).
18. On 16 August 2005 a modification for DA 222/03 is lodged regarding road modifications and lot layout. This modification requires a further amendment to DCP6. Council agrees to amend DCP6 on 16 January 2006. The report to Council also details amendments to Stage 2, including releasing Stage 2A. There was no request in relation to modification of Condition 5 regarding Section 94 contributions.
19. On 30 January 2006 a modification to Consent 222/03 was issued. This modification still contains Condition 5 and still states that Section 94 Contributions are ***"for Stage 2 only".***
20. Council adopts revised DCP6 on 13 March 2006. You were advised of this on 10 May 2006.
21. On 15 June 2006 a letter is received from you claiming that in a meeting held with the Manager of Planning, Administrator Kaltoum, and Garth Moxon, it was decided that *"the 10m strip around the railway covers Stage 1 and 2 (Lots 7 and 8) Section 94 contribution. $40,000 and 1500 sq m. would cover Stage 3 (Lots 4, 6, 51) Section 94 contribution"*. Council's position, as advised to you, is that the $40,000 and 1500 sq m. was for Stage 2, as per the Conditions of Consent. The letter from you goes on to say *"It is quite clear from your letter dated 21/5/96 that contribution for stage 2 (lot 8) has already been agreed to and no further contribution for that stage is required"*. This is incorrect. Council's letter of 21 May 1996 does not state this at all. Council agreed to the additional reserve land in former Lot 8 DP 246089 combined with the reserve proposed in Lot 7 DP 246089, in lieu of the monetary contribution required by Condition 38 of the Consent issued on 5 January 1994 (DA 94/92). This action followed a request from you - refer to points 3, 4 and 5 above. A further letter to you from Council dated 24 June 1996 clarified this position, and clearly states that this

revised arrangement was for *"Dedication of public reserve – subdivision of Lot 7 DP 246089)"*.

22. It is pointed out that during the time Councillor Kaltoum was Administrator, the matter regarding Section 94 contributions was reported to Council on 2 occasions i.e. 13 April 2004 and 10 May 2004, with the outcome being that Council's condition regarding Section 94 Contributions would remain. See points 12 and 13 above.
23. On 26 June 2006 you paid contributions for DA 222/03, including $40,000 for open space. It is noted that no indexation was applied to this figure, even though the date of consent was 4 February 2004.
24. On 10 July 2006 following your further representations regarding Section 94 Contributions, a report is provided to Council. The recommendation is that the applicant be advised that Section 94 Contributions will be applied for recreation for Stage 3. At the Council meeting the Council resolves *"..that a further $40,000 contribution will be required to fully satisfy Council's section 94 Open Space requirements for allotments created in Stage 3."* The votes of 2 Councillors were recorded against this resolution. No reasons were provided for the Council's resolution.
25. At the Council meeting of 14 May 2007, Council resolves (5.2) in relation to Section 94 Contributions for Stage 3 "*that due to the questionable validity of Council's decision of 10 July 2006, that Council reconsider this decision prior to any approval being issued."*

In summary, there is no evidence on Council files to support your claim that there was an agreement that the Section 94 Contributions (public reserves and monetary contributions) provided by you for Stages 1 and 2 would in any way absolve you from any requirement in relation to Section 94 contributions for Stage 3.

It is clear from researching Council's files that Council has been very generous in accommodating your many requests for changes to DCP's, deferred payment arrangements, and numerous modifications which have resulted in a more favourable outcome for yourself.

It is noted that on plans submitted by you for the original subdivision (Plan numbers BV-001 dated 16 November 1992 and BV-002 dated 20 February 1993) it clearly shows a parcel of land marked as "6(a)" on BV- 001 and as "Park" on BV- 002 having an area of 10,203 sq m. in addition to various other areas of reserve and open space. This parcel is now fully encompassed by residential allotments created in your Stage 2 subdivision. It could be argued that the areas of land accepted by Council as "Open Space" following your applications and requests would be far less valuable than the 10,203 sq m. shown as "Park" in your original proposal.

Your letter to Council dated 20 November 1992 in support of your initial proposal states as follows *"The areas shown are public open space 6(a), amounting to ten per cent of proposed created lots. It is emphasised however, that the type of development envisaged will provide at least a further ten per cent of private common open space and by its design maintain the existing land-scaped features of developed trees and shrubs of this beautiful site".*

You did not lodge an appeal to the Land and Environment Court in relation to the Conditions of Consent for DA's 92/94 and 222/03 being Stages 1 and 2. It is suggested to you, that upon issuing a determination of DA 37/06 for Stage 3, if an approval is granted which requires payment of Section 94 Contributions in accordance with Council's adopted policy at the time, if you feel that Council has unfairly levied Section 94 Contributions that you seek to address this issue through the Land and Environment Court in accordance with the appeal provisions available to you under the Environmental Planning and Assessment Act.

You are advised that any recommendation from staff regarding a determination of DA 37/06 will include the requirements of Council's Contributions plans in force at that time, in accordance with Council's adopted policy.

I hope the above information helps to clarify this situation for you. I look forward to you providing Council with all requested information at your earliest convenience to enable a determination of DA 37/06 to be made.

Yours faithfully

Peter Smith
DIRECTOR OF ENVIRONMENTAL SERVICES
for
JOHN VUCIC
GENERAL MANAGER

16.1 ACTION SHEET FOR THE 5 APRIL AND 19 APRIL 2018 MEETINGS

Record No:

Responsible Officer:	Director Corporate and Community Services
Author:	Secretary Council & Committees
Key Direction:	7. Providing Effective Civic Leadership and Citizen Participation
Delivery Plan Strategy:	DP7.1.1.2 Council's leadership is based on ethics and integrity to enable informed and appropriate decisions in the community's best interest.
Operational Plan Action:	OP7.7 Provide timely, accurate and relevant information to Council to enable informed decision making.
Attachments:	1. Action Sheet for 5 April and 19 April 2018 Meetings ⇩
Cost Centre	3120 Governance
Project	Questions with or without notice
Further Operational Plan Actions:	

EXECUTIVE SUMMARY

In order to provide Councillors with updates on resolutions of Council, a report (attached) has been generated in InfoCouncil with all resolutions requesting actions as documented and recorded in the minutes for the period 5 April and 19 April 2018 meetings.

The following officer's recommendation is submitted for Council's consideration.

OFFICER'S RECOMMENDATION

That Council receive and note the action sheets for the period 5 April and 19 April 1018 meetings.

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**	

Action Sheet - Council Meeting 5 April

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 05 April 2018		1. Sustaining Our Environment For Life	Bombala Caravan Park Disposal of Caravans

COUNCIL RESOLUTION **107/18**

That Council

A. Approve to advertise for the sale and removal of the two Council owned onsite caravans at the Bombala Caravan Park.
B. Authorise the income from the sale and removal of the two caravans to be costed to the 2018 Financial Year Budget Caravan Parks Cost Centre 1595.

Moved Councillor Ewart **Seconded Councillor Corbett** **CARRIED**

29 May 2018 - 9:30 AM - The advertisement for the sale and removal of the two caravans at Bombala Caravan Park will close at 2pm Thursday 14 June 2018

20 Apr 2018 - 2:35 PM - Facilities in the process of advertising the sale and removal of two caravans at Bombala Caravan Park.

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 05 April 2018		5. Enhancing Our Healthy, Active Lifestyle	Centennial Park - Elm Tree

COUNCIL RESOLUTION **110/18**

That Council approve the following:

A. Immediate term (Now until removal or canopy has been reduced)
   - Continue to have the area beneath the potential fall zone of the tree barricaded off.
   - Commence community communication of the removal of the two (2) Elm trees.
   - Commence or continue the community consultation process of the park management in the future.
   - Look to undertake cutting propagation of the tree for provenance and possible replacements within the town, and
   - Choose new planting species for replacement.
B. Short term (within 12 months)
   - Undertake the removal of both trees and the pruning of the Oak tree overhanging the footpath to the bus stop (all works should be undertaken by a qualified arborist holding a minimum Certificate III in Arboriculture).
   - Educate users of the area about trees in the landscape and the replacement strategy for the trees in the park, and
   - Plant up replacement trees.
C. Medium term (1-5 years)

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**	

- Undertake an annual assessment of the health and condition of the tree and undertake young tree care maintenance as required (watering and formative pruning), and
- Look to schedule in another area of the park to continue the rejuvenation program for the park

Moved Councillor Beer **Seconded Councillor Corbett** **CARRIED**

08 May 2018 - 12:38 PM - Action completed
Process underway

08 May 2018 - 12:36 PM - Article for a media release has been drafted and will be sent out once approved to begin the community consultation process prior to the removal of the tree.

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 05 April 2018		Confidential Matters	Mr Norm Wilton - Bombala - Removal of Construction Spoil from Property

COUNCIL RESOLUTION **116/18**

That Council;

A. Approve the funds necessary, from the former Bombala LGA Internally Restricted Reserve, in the 2018/2019 budget to allow removal of construction spoil from Mr Wilton's property and to remediate the site as agreed by the Acting General Manager in 2002 and Engineering Manager in 2007; and
B. Agree that a deed be entered into with Mr Wilton to define the scope of the work required.

Moved Councillor Corbett **Seconded Councillor Beer** **CARRIED**

Action Completed
07 June 2018 – Update given by General Manager in Confidential.

07 May 2018 - 4:14 PM - Discussions between Councillors and Mr Wilton have taken place, the outcome of those discussions are not yet known.

18 Apr 2018 - 3:06 PM - Councillors Maslin and Miners are arranging a meeting with Mr Wilton to discuss options on what work he would accept to remediate the site. Letter sent to Sautelle White Lawyers requesting permission for Council to liaise directly with Mr Wilton sent.

Letter from Sautelle White lawyers stating NO Council contact with Mr Wilton and all discussions/correspondence is to be through them.

Outcome of Councillors discussion with Mr Wilton not yet known

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**	

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 05 April 2018		Confidential Matters	Proposed Road Closure & Sale of old Lions Park at Bombala

COUNCIL RESOLUTION **118/18**

That Council;

A. Approve the partial road closure on the corner of High Street and Stephen Street Bombala so that the fence line becomes the boundary of lot 9 DP 995614;
B. Engage the services of a land surveyor to provide a plan for the boundary adjustment;
C. Authorise the General Manager to execute any documents necessary to complete the boundary adjustment and sale of the property;
D. Readvertise the property on the open market for auction with an appropriate reserve; and
E. Make the Report public once the matter is settled.

Moved Councillor Stewart **Seconded Councillor Ewart** **CARRIED**

04 Jun 2018 - 8:17 AM - Currently waiting on survey plan for road closing.

23 May 2018 - 4:24 PM 23/5 Waiting on plan

23 Apr 2018 - 12:16 PM - Revised Target Date changed to: 16 Apr 2018 To: 30 Jun 2018
23 Apr 2018 - 12:14 PM - Surveyor has been engaged to provide a plan for boundary adjustment and road closure will commence as soon as a plan is available.14/5 - Waiting on plan.

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 05 April 2018		Confidential Matters	Adoption of Localities Within Kosciuszko National Park

COUNCIL RESOLUTION **121/18**

That Council approve the proposed amendment from Perisher Blue Pty Limited to identify the localities of Blue Cow and Guthega as two distinct geographic areas as shown in the map.

Moved Councillor Castellari **Seconded Councillor Corbett** **CARRIED**

07 June 2018 – Action Completed
30 May 2018 - 12:09 PM - Advice received from the Geographical Names Board on 30 May 2018 is as follows:

"The submission from Perisher Blue Pty Ltd to split Guthega to include Blue Cow as a locality was considered by the Board at its meeting held on the 22nd May 2018. As the name 'Blue Cow' was not advertised for comment in the original proposal, the Board resolved to approve to advertise the name and proposed boundary. This is in line with Section 9.4 Submissions in relation to proposed name or alteration of the Geographical Names Act.

The process for advertising this proposal will begin and the Board will be in touch once dates have been confirmed. 'Blue Cow' and 'Guthega' will be the only names and boundaries to be advertised. Due to this the proposal will only be advertised in one newspaper".

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03 May 2018 - 10:04 AM - Geographical Names Board were notified of Council resolution.
GNB will make final decision on localities and then gazette them and notify Council.
NSW Spatial Services will supply Council with updated Locality map data.
GNB has been asked to confirm this is process.
Once gazetted, the system will be updated to address information in our Property and Rating System

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		Urgent Business	Resolution for Report on Rotary Concerns

COUNCIL RESOLUTION **124/18**

That Council receive a report, from staff, on the four (4) key conditions: Clause 2, Clause 7, Clause 8 and Clause 13 the Rotary Club has outlined as unreasonable in the modification.

Moved Councillor Stewart **Seconded Councillor Last** **CARRIED**

Action completed
28 May 2018 - 4:31 PM - Resolution passed at 17 May 2018 meeting and Rotary notified.

09 May 2018 - 3:14 PM - Report submitted to Council meeting 17 May 2018

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		1. Sustaining Our Environment For Life	Proposed Transfer of the Bombala Tafe Campus at 8-12 Wellington Street, Bombala to Snowy Monaro Regional Council

COUNCIL RESOLUTION **133/18**

That Council

A. Rescind resolution 294/17 dated 14 December 2017;
B. Accept the offer to transfer ownership of lots 11 and 13 DP 871424 (TAFE Bombala Wellington Street) to Council;
C. Upon transfer of the property to classify Lots 11 and 13 DP 871424 as Community Land under the provisions of the Local Government Act 1993;
D. Seek the advice of Council's Heritage Adviser with respect to any work which may be required to ensure the building is legislatively compliant and suitable for use by the community;
E. Authorise the expenditure of $150,000 towards the upgrade of the building plus a further $50,000 to engage the services of a project manager to co-ordinate the project to be funded from Internal Restricted Reserves Bombala;
F. Approve the inclusion of the upgrade of the property through the Stronger Country Communities Fund to the value of $250,000; and

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**	

G. Note that the ownership of lots 11 and 13 DP 871424 will place continued maintenance requirements which need to be captured in asset management plans and future operational expenditure budgets.

Moved Councillor Stewart **Seconded Councillor Corbett** **CARRIED**

04 Jun 2018 - 8:16 AM - This matter is currently with the Minister

23 May 2018 - 10:31 AM - TAFE NSW have received a copy of the Council resolution and we are now waiting on formal notification of the process and anticipated timeframe.

01 May 2018 - 3:38 PM - Copy of Council resolution sent to Paul Anderson of TAFE NSW. He responded to say that he would be in contact to let me know the anticipated timeframe for the process. - Ongoing

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		5. Enhancing Our Healthy, Active Lifestyle	Mountain Bike Wash Station- Banjo Paterson Park

COUNCIL RESOLUTION **136/18**

That Council authorise the installation of a Mountain Bike Wash Station at Banjo Paterson Park

Moved Councillor Beer **Seconded Councillor Corbett** **CARRIED**

Action completed
28 May 2018 - 5:06 PM - Passed by council. Installation being progressed by staff.

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		7. Providing Effective Civic Leadership And Citize	Organisation and planning for future Australia Day Civic Events

COUNCIL RESOLUTION **145/18**

That Council

A. Endorse formation of an Australia Day advisory group consisting of three Councillors and staff from all Council units associated with the event to examine all issues associated with the Australia Day event across the region;
B. Nominate Clr Haslingden, Clr Beer and Clr Corbett to participate in the group;
C. Require the advisory group to prepare a report to Council in June with recommendations on how future Australia Day events should be organised, including responsibilities, required resources and budget; and
D. Subject to the recommendations of the advisory group report, disband the group once the report has been considered by Council in June.

Moved Councillor Stewart **Seconded Councillor Ewart** **CARRIED**

28 May 2018 - 4:45 PM - Advisory group met 23 May. Report with recommendations to be presented to council.

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		7. Providing Effective Civic Leadership And Citize	Stronger Country Communities Fund 2018 (Round 2) - Snowy Monaro Regional Council Project Nomination List

COUNCIL RESOLUTION **146/18**

That Council

A. Resolve to action Stronger Country Communities Fund 2018 Round 2 applications prior to application close 4 May 2018;

B. Confirm the priority order listing of projects to be nominated – This being a requirement of the online SCCF application process;

Rank	SCCF Infrastructure Type	Site Basics	Project Description	Total Grant Request	Total Project Cost Estimate
1*	Community Amenity / Place Making / Street Beautification	Lake Jindabyne Boat Ramp Facility & Beautification Upgrades	Final amenity upgrades at Lake Jindabyne Boat Ramp	$250,000	$250,000
2	Community Amenity / Place Making / Street Beautification	Berridale Village Beautification - Cooma Multifunction Centre Upgrade – Cooma Showground	Upgrade to Berridale Civic Refurbishment works including painting, upgrade kitchen, electrical, heating & lighting	$300,000	$300,000
3	Community Amenity / Place Making / Street Beautification	Bombala Arts & Innovation Centre (aka 'Bombala Hub') - Building Upgrade for Community Use	Capital works at the former Bombala NSW TAFE Campus Building to enable the re-purpose of the facility for Community use	$250,000	$400,000
4A	Community Amenity / Place Making / Street Beautification	Cemeteries - Fencing Package of Works	4,501m of fences at 8 Snowy Monaro cemeteries (Boloco, Moonbah, Bibbenluke, Cathcart, Michelago, Jerangle, Bombala & Delegate)	$89,000	$89,000
4B	Community Amenity / Place Making / Street Beautification	Cemeteries - Access Upgrade Package of Works	Access & parking upgrades at 3 Snowy Monaro cemeteries (Jindabyne, Delegate & Bombala)	$52,000	$52,000

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports		**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**

5	Community Amenity / Place Making / Street Beautification	Mt Gladstone Facility Upgrade and Public Amenity Construction	Toilet construction BBQ, picnic facilities & tourism signage	$300,000	$300,00
6	Community Amenity / Place Making / Street Beautification	Delegate Tennis Courts	Upgrade facility	$60,000	$60,000
7	Sporting (3 of 10)	Access Improvements Claypits Outdoor Recreation Area - Lake Jindabyne Foreshore	Upgrades to integrate access to passive water sports (canoes, SUPs), fitness stations, FROLF, & shared paths; including parking works, erosion control, landscaping & signage	$650,000	$1,000,000
8	Community Amenity / Place Making / Street Beautification	Bombala Apex Park / Ginger Leigh Park zone - Public Toilet Construction and Upgrade	Refurbish toilets & construction of All Accessible toilets to support proposed All Abilities playground	$200,000	$200,000
9	Sporting (6 of 10)	Tyrolean to East Jindabyne Shared Trail Link	Construction to deliver middle trail section	$350,000	$350,000
10	Community Amenity / Place Making / Street Beautification	Cooma Showground - Grandstand & Amenities Upgrade	Upgrade of public toilets & grandstand facilities	$100,000	$100,000
11	Sporting (5 of 10)	Jindabyne Sportsground Upgrade	Upgrade amenities, change rooms, seating & install cricket pitch	$450,000	$450,000
12	Sporting (8 of 10)	Nijong Oval Learn to Ride Bike Path - Cooma	Specialised infrastructure to develop bike skillsets & enhance road safety awareness for Snowy Monaro children	$210,000	$250,000
13	Sporting (1 of 10)	Bombala Swimming Pool Upgrade	Upgrade of facility	$1,500,000	TBC
14	Sporting (7 of 10)	Mt Gladstone Trail Works	Completion of high priority trail sections recommended in the MTB Master Plan	$150,000	$150,000
15	Sporting (10 of 10)	Bombala Showground Sports Facility Upgrade	Install cricket pitch and upgrade of electrical & lighting	$80,000	$80,000
16A	Community Amenity / Place Making / Street Beautification	Dalgety Showground - Public Toilet Upgrade	Toilet upgrade	$150,000	$150,000

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**	

16B	Sporting (9 of 10)	Dalgety Showground - Sports Facility Upgrade	Refurbish Tennis Courts, install cricket pitch, electrical & lighting upgrade	$100,000	$100,000
17	Community Amenity / Place Making / Street Beautification	Delegate Bill Jeffries Park	Install 2 cabins	$100,000	$100,000
18	Community Amenity / Place Making / Street Beautification	Berridale Village Beautification - Master Plan Delivery	Upgrade to Berridale Civic Precinct - Focus areas Central Park, Lions Park and Exchange Square	$500,000	$3,500,000
19	Community Amenity / Place Making / Street Beautification	Lions Park Upgrade –Cooma	Additional parking, seating, shelter & BBQs; 200m path; upgrade to dog off leash area; and entry works	$348,000	$348,000
20	Community Amenity / Place Making / Street Beautification	Lake Eucumbene Boat Ramp Upgrade – Old Adaminaby	Infrastructure upgrade	$300,000	$300,000
21	Community Amenity / Place Making / Street Beautification	Bredbo Public Toilet Upgrade	Installation of new septic tank & water tanks, and upgrade of facilities	$100,000	$100,000
22	Community Amenity / Place Making / Street Beautification	Delegate Showground	Installation of irrigation system and seating	$120,000	$120,000
23	Community Amenity / Place Making / Street Beautification	Cooma Creak and Cooma Back Creek - Upgrade	Creek beautification, Reed Removal	$500,000	$500,000
24	Sporting (2 of 10)	Cooma Swimming Pool Upgrade	Upgrade of facility	$1,500,000	TBC
25	Community Amenity / Place Making / Street Beautification	Jindabyne Viewing Platform - Township Entry	Additional tourism attraction (lookout) at main entry	$561,500	$561,500
26	Sporting (4 of 10)	Jindabyne Swimming Pool Upgrade	Upgrade of facility	$500,000	TBC
27	Community Amenity / Place Making / Street Beautification	Aitchison Cottage Capital Works - Berridale	Refurbishment to enable community use; includes Community Garden & fencing aspects	$300,000	$300,000

C. Note that the amounts referenced for each project are indicative only and may change as detailed plans and budgeting is completed; with any variations being reported to Council subsequent to application lodgement;

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**	

D. Declare (Yes/No) if any of the prioritised projects present a conflict of interest for Councillors; if affirmative: Identify the nature of the conflict, the key person involved and how the conflict was managed in the project selection process & prioritisation process – This being a requirement of the online SCCF application process; and
E. Subject to Section B determinations, approve and confirm Council's commitment to provide the mandatory co-contribution amounts (if triggered) – This being a requirement for any project seeking over $1 million dollars in grant funding.

Moved Councillor Ewart **Seconded Councillor Corbett** **CARRIED**

Action Completed
08 June 2018 - 14 application for 29 project elements under SCCF round 2 where submitted on 4 May thought online application portal. Total grant request amount under SCCF round 2 was $10 762 531. Announcements are anticipated in August, a full report on nominations and outcomes will come to Council following announcement (part C.)

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		7. Providing Effective Civic Leadership And Citize	Compulsory Acquisition of Lot 13 DP 239506 - Access to Jindabyne Sewerage Treatment Plant, Jindabyne Landfill and Sewer Pump Station 6.

COUNCIL RESOLUTION **147/18**

That Council
A. Rescind resolution 131/14 of 26 August 2014
B. Proceed to acquire Lot 13 Deposited Plan 239506 by compulsory process under the Land Acquisition (Just Terms Compensation) Act 1991 by authority contained in the Roads Act 1993 for the purposes of providing legal access to the Jindabyne Sewer Treatment Works, Jindabyne Landfill and Sewer Pump Station 6.
C. Dedicate the land as Public Road in accordance with the Roads Act 1993
D. Note minerals are to be excluded from this acquisition
E. Note this acquisition is not for the purpose of resale
F. Make the necessary applications to the Minister for Local Government and the Governor
G. Authorise the Common Seal be affixed to all documentation required to be sealed to give effect to this resolution.

Moved Councillor Beer **Seconded Councillor Castellari** **CARRIED**

04 Jun 2018 - 8:16 AM - This matter has been submitted to the Dept of Local Gov. for consent.

23 May 2018 - 10:33 AM - Application has been submitted to the Dept of Local Government for consideration. – Ongoing

01 May 2018 - 3:39 PM - Dept Finance notified of Council resolution and as soon as the Mayor signs the page of the Minutes containing the resolution it will be sent to Dept of Finance to follow up with Application to the Minister and the Governor.

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**	

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		7. Providing Effective Civic Leadership And Citize	Adoption of Organisational Structure

COUNCIL RESOLUTION **148/18**

That Council :

A. Approve the existing senior staff positions within the organisation structure of the council in accordance with s.332 (1) (a) of the Local Government Act 1993;
B. Receive and note the consultation from the General Manager to determine the positions (other than the senior staff positions) within the organisation structure of the council in accordance with s.332 (1A) of the Local Government Act 1993;
C. Note the General Manager intends approving the organisational structure in accordance with recommendation B;
D. Approve the allocation of resources towards the employment of staff in accordance with 332 (1) (c) of the Local Government Act 1993;
E. Receive further reports regarding the restructure of the three business groups not included in the recent organisational structure amendment processes;
F. Approve an organisational review be undertaken within 18 months to ensure the positions within the organisation structure of the council give effect to the priorities set out in the strategic plans (including the community strategic plan) and delivery program of the council; and
G. Amend the structure to include provision for a Deputy General Manager and receive a report back to Council on the position of Deputy General Manager for a period of 12 months, with the opportunity to explore succession planning options for the appointment of the General Manager's position in 2019.

Moved Councillor Corbett **Seconded Councillor Castellari** **CARRIED**

Action Complete
08 June 2018 - Report on Deputy GM position will be provided to June 21 Council Meeting.

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		Notice of Motion	Notice of Motion Cr Haslingden - Bombala Hub

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**	

COUNCIL RESOLUTION **149/18**

That SMRC form a 355 Committee to administer The Bombala Hub: being the old primary school precinct in Bombala and that SMRC put in an application to the Stronger Country Communities Fund for $300,000. This fund delivers crucial local infrastructure to improve the quality of life of people living in regional NSW. Funding is provided to local projects such as parks, community halls, playgrounds and amenity blocks. **Round two is now open and will close at 5pm AEST, Friday 4 May 2018**

Moved Councillor Haslingden **Seconded Councillor Ewart** **CARRIED**

23 May 2018 - 4:39 PM - Action completed
Actioning of application is dependent upon further Resolution by Council Refer: Report specific to SCCF Round 2; Item 16.8 Council Meeting 19/4/18.

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		Notice of Motion	Notice of Motion to Rescind a Resolution - Mayor John Rooney

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**

COUNCIL RESOLUTION **150/18**

That the Council Resolution relating to:

Minutes No. OC_15032018_MIN_980

Item No. 11.4 RNSW503 – Parsonage Creek Bridge – Strengthening & Widening – Additional Funding Request

COUNCIL RESOLUTION **65/18**

That Council

A. Receive and note the report on RNSW503 – Parsonage Creek Bridge – Strengthening and Widening – Additional Funding Request.

B. Authorise the expenditure and allocate an additional amount of $930,000 in the 2018/2019 Financial Year Budget with funding to be provided from a combination of

- **Other Internal Reserves ($500,000); and**
- **Internal Loan ($400,000); or**
- **Regional Road Repair Program ($200,000); and**
- **Roads to Recovery ($200,000).**

Moved Councillor Stewart **Seconded Councillor Haslingden** **CARRIED**

PASSED AT THE COUNCIL MEETING HELD ON: 15 March 2018

Be and is hereby RESCINDED.

Should the rescission motion be adopted we give notice that it is our intention to move the following motion in lieu of which due notice is hereby given.

That Council:

A. Receive and note the report on RNSW503 – Parsonage Creek Bridge – Strengthening and Widening – Additional Funding Request.

B. Authorise the expenditure and allocate an additional amount of $930,000 in the 2018/2019 Financial Year Budget with funding to be provided from a combination of:

- *Former Bombala LGA Internal Restricted Funds ($500,000); and*
- *Internal Loan ($400,000); or*
- *Regional Road Repair Program ($200,000); and*

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**	

- *Roads to Recovery ($200,000).*

Moved Councillor Beer **Seconded Councillor Ewart** **CARRIED**

07 May 2018 - 4:11 PM - Action completed
Letter drafted for GM to relevant Minister providing explanation behind project cost increase.
07 May 2018 - 4:09 PM -
Letter drafted for General Manager to relevant Minister providing an explanation behind increased project costs for Parsonage Creek Bridge.

Project is scheduled for 2018/2019 financial year.

16.2 ANSWERS TO QUESTIONS WITHOUT NOTICE FROM THE APRIL 2018 COUNCIL MEETINGS

Record No:

Responsible Officer:	Director Corporate and Community Services
Author:	Secretary Council & Committees
Key Direction:	7. Providing Effective Civic Leadership and Citizen Participation
Delivery Plan Strategy:	DP7.1.1.2 Council's leadership is based on ethics and integrity to enable informed and appropriate decisions in the community's best interest.
Operational Plan Action:	OP7.7 Provide timely, accurate and relevant information to Council to enable informed decision making.
Attachments:	1. Answers to Questions without Notice - 5 April and 19 April 2018 Meetings ⇩
Cost Centre	3120 Governance
Project	Questions with or without notice

Further Operational Plan Actions:

EXECUTIVE SUMMARY

In order to provide Councillors with answers to questions asked at Council Meetings, a report has been generated in InfoCouncil with all outstanding questions as documented and recorded in the minutes of the 5 April and 19 April 2018 meetings.

This report (attached) includes responses or updates on questions not previously answered at the 5 April and 19 April 2018 meetings.

The following officer's recommendation is submitted for Council's consideration.

OFFICER'S RECOMMENDATION

That Council receive and note the responses to outstanding questions raised by Councillors at the 5 April and 19 April 2018 meetings.

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**	

Answers to Questions Taken on Notice – 5 April 2018

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 05 April 2018		Questions Without Notice	Council's Future Strategic Plan

21.3 COUNCIL'S FUTURE STRATEGIC PLAN

Councillor Peter Beer

Question: When will council start work on the new combined Strategic Plan for the combined area (New LEP). When will a new strategic planner be in place to start such work?

Answer: Refer to previous reports presented to council - 24 May 2017 and 17 February 2017. Strategic planner position to be advertised as soon as possible.

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 05 April 2018		Questions Without Notice	Upgrade in Polo Flat area

21.5 UPGRADE IN POLO FLAT AREA

Councillor Rogan Corbett

Question When will there be an in-depth review of Polo Flat as the area has potential for expansion. The entrances and drainage problems, and the lay out has to be addressed ASAP.

Answer Staff working with Office of Regional Development on costings and a report is to be provided to Council.

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**	

Answers to Questions Taken on Notice – 19 April 2018

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		Questions Without Notice	2018 Winter Season Issues

20.1 2018 WINTER SEASON ISSUES

Councillor Peter Beer

Questions: Has any work/meetings or discussions been undertaken to relieve the following winter season issues that occurred in the 2017 winter season so as they are not repeated in the 2018 season. These issues being:

1. the over-crowding/parking in the K.N.P with the resultant closing of the entry gates.
2. The time taken for traffic to move through Jindabyne; and
3. Relieving the growing parking problem in Jindabyne and surrounding villages.

Answer: Detailed designs for Kalkite Street Car Park and Kalkite Street, Jindabyne are being progressed through the Local Traffic Committee and discussions with Jindabyne Central School remain ongoing. The new design increases the number of available parking spaces in Jindabyne by 12 but two (2) of these will be allocated to Electronic Vehicle Charging bays.

RMS will modify the approach to Kosciuszko Road from Barry Way and increase the number of lanes turning left (towards Alpine Way) to two (2). The intention then is to install traffic lights on Kosciuszko Road, near the Barry Way Roundabout to improve traffic flow onto the new overtaking lane and onto the Ski Fields. RMS modelling has demonstrated an improved traffic flow with these measures implemented.

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**	

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		Questions Without Notice	Street Lighting

20.2 STREET LIGHTING

Councillor Peter Beer

Question: Can the overhead solar street lights on the corner of the Barry Way and Snowy River Way be fixed as soon as possible before winter?

The turning lanes can become confusing at night in heavy traffic, particularly if drivers are not familiar with the corner.

Answer: Given the ongoing failure of Solar lights at the intersection of Barry Way and Snowy River Way, the plan is to remove those lights and install new ones that are connected to the grid. This will ensure a stable light source that addresses intersection safety concerns. The existing lights will be reconfigured and installed along the Jindabyne Boat Ramp road once constructed

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		Questions Without Notice	Condition of Walkway - John Connors Oval

20.4 CONDITION OF WALKWAY - JOHN CONNORS OVAL

Councillor John Castellari

Question: Is the walkway between John Connors Oval and Reedy's Cutting Road scheduled for safety and lighting improvements in the near future?

Answer: Currently there are no plans to upgrade the walkway or install lighting from Reedy's Cutting Road through to John Conners Oval, Jindabyne. The Jindabyne Action Plan, Footpath Work Schedule (Attached), Page 12, Table 4.4 identifies the requirement for a footpath between Reedy's Cutting Road and the Oval but its twelfth on the list of priorities. Within the last five (5) years, Council has constructed the footpath between Banjo Paterson Crescent and Bay Street, Park Road and Snowy River Avenue (along Thredbo Terrace), Barry Way Roundabout to Reedy's Cutting Road and upgraded the footpaths along Snowy River Avenue between Gippsland Street and Kalkite Street as part of the CBD Upgrade Project Stage 1. Plans exist to continue upgrading the footpaths along Snowy River Avenue

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**	

between Gippsland Street and Thredbo Terrace followed by Gippsland Street between Snowy River Avenue and Park Road. Once the CBD is completed, it is intended to revisit the requirement for extending the footpath between Reedy's Cutting Road and John Conners Oval.

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Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		Questions Without Notice	DAs in Jindabyne Area

20.5 DAS IN JINDABYNE AREA

Councillor John Castellari

Question: Could Council please provide a list of all development taking place or currently proposed, for the Jindabyne, East Jindabyne and Moonbah areas?

Answer: Manager Development Assessment collating and updating information to be reported back to Council.

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		Questions Without Notice	Audit of Footpaths

20.6 AUDIT OF FOOTPATHS

Councillor Rogan Corbett

Question: Can there be an audit of all footpaths in Snowy Monaro and can we have them prioritised as safety for children and elderly?

There is an urgent need for footpaths in and around Cooma East as children attending school have to walk on the roads to access the three schools at Cooma North. Is there grant funding for these projects?

Answer: There is some money available under the $14M Stronger Communities Grant. A footpath plan will be developed and distributed for public consultation.

The Director Operations & Infrastructure gave an undertaking to Council (May 2018) to review footpath requirements across all the Regions towns and villages.
Meetings have already taken place with the Nimmitabel Advancement Group, Jindabyne Residents (at the IP&R Drop-In session (21 May

All Actions For Action **Action Sheets Report**	**Division:** **Committee:** Ordinary Council Meeting **Officer:** **Further Report Required:** Including Further Reports	**Date From:** 1/04/2018 **Date To:** 30/04/2018 **Printed: Thursday, 7 June 2018 12:55:49 PM**

2018)), residents of East Cooma and East Jindabyne; all expressing concern over the lack of public footpaths capable of accommodating all ability pedestrians safely.
There are existing plans from former Councils such as:
a. Jindabyne Action Plan;
b. Berridale Beautification Plan; and
c. Cooma CBD Improvement Plan.
But there's a requirement to provide a more holistic view of new footpath requirements across the Region and it is hoped that a study of footpath requirements will start in the 2018/2019 financial year.

Meeting	Officer/Director	Section	Subject
Ordinary Council Meeting 19 April 2018		Questions Without Notice	Water Infrastructure Proposed for John Barilaro's $15 Million Pledge

20.7 WATER INFRASTRUCTURE PROPOSED FOR JOHN BARILARO'S $15 MILLION PLEDGE

Councillor Sue Haslingden

Question: John Barilaro pledged $15 Million towards the upgrade for the Bombala and Delegate water infrastructure; on receipt of a proposal of worth from SMRC.

Has this proposal been developed and forwarded to Deputy Premier John Barilaro as requested? If not why not? This pledge will not last forever.

Answer: A letter has been sent by the General Manager to the Deputy Premier on 16 May 2018. The letter seeks advice from the Deputy Premier on future actions based on Office of Water recommendations.

16.3 MONTHLY FUNDS MANAGEMENT REPORT - MAY 2018

Record No:

Responsible Officer:	Chief Financial Officer
Author:	Finance Assistant
Key Direction:	7. Providing Effective Civic Leadership and Citizen Participation
Delivery Plan Strategy:	DP7.6 Increase and improve Council's financial sustainability.
Operational Plan Action:	OP7.18 Effective management of Council funds to ensure financial sustainability.
Attachments:	Nil
Cost Centre	4010 Financial Services
Project	Funds Management
Further Operational Plan Actions:	OP7.2 Completion of reporting requirements in accordance with legislation.

EXECUTIVE SUMMARY

The following report details the funds management position for the reporting period ending

31 May 2018.

Cash and Investments are $81,158,970.

Certification

I, Matt Payne, Responsible Accounting Officer of Snowy Monaro Regional Council hereby certify, as required by Regulation 212 of the Local Government (General) Regulation 2005, that investments as detailed in the attached listings were invested in accordance with Section 625 of the Local Government Act 1993, the Regulations and Council's Investment Policy.

The following officer's recommendation is submitted for Council's consideration.

OFFICER'S RECOMMENDATION

That Council

A. Receive and note the report indicating Council's cash and investments position as at 31 May 2018.

B. Receive and note the Certificate of the Responsible Accounting Officer.

BACKGROUND

Council's Cash and Investments 31 May 2018:

Cash at Bank	Investments	Total
2,968,149	78,190,821	**81,158,970**

QUADRUPLE BOTTOM LINE REPORTING

1. Social

Total Cash and Investments are available to provide services and infrastructure to the community in accordance with the 2018 budget, Council resolutions and other external restrictions.

2. Environmental

It is considered the recommendations contained herein will not have any environmental impacts.

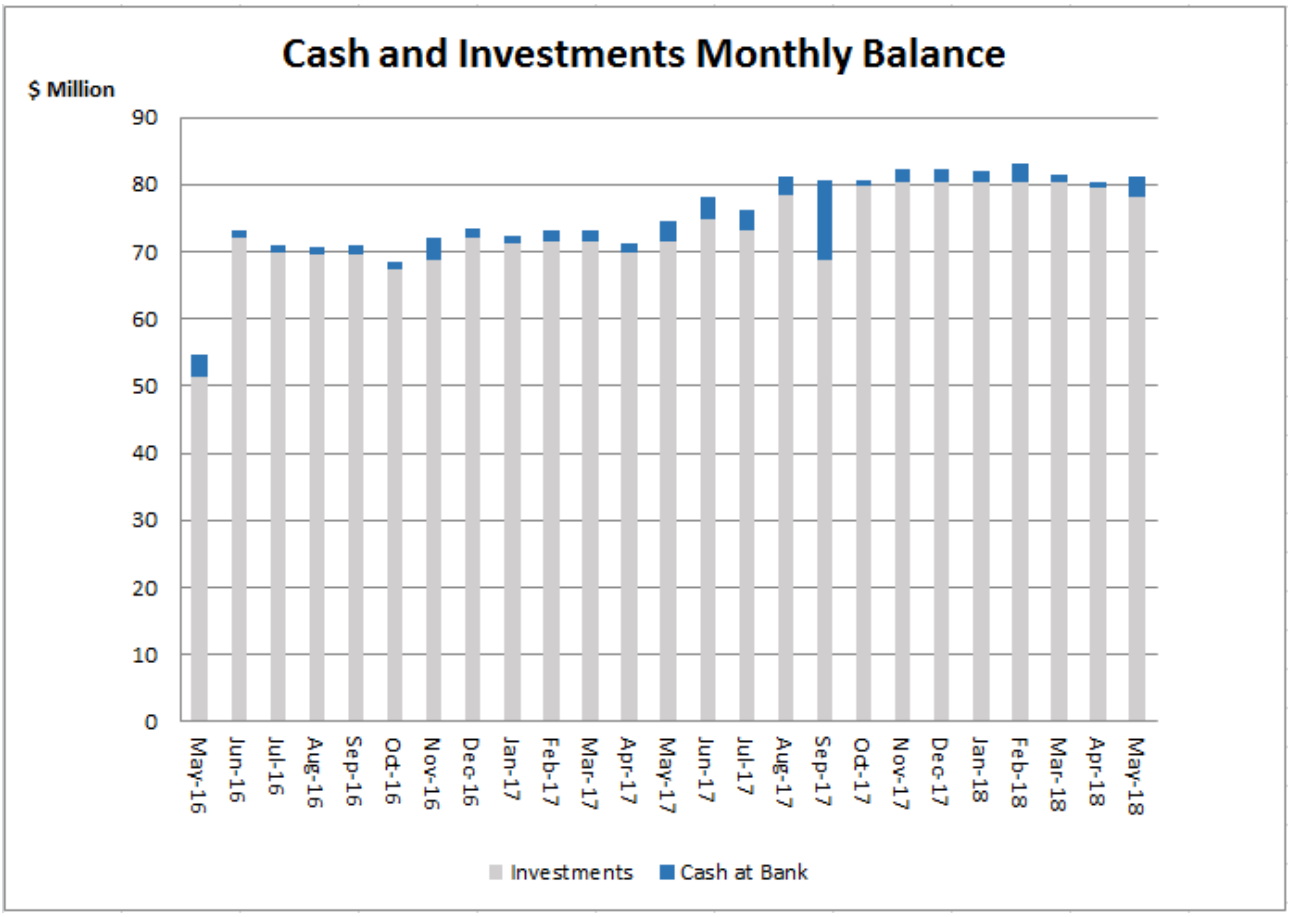
3. Economic

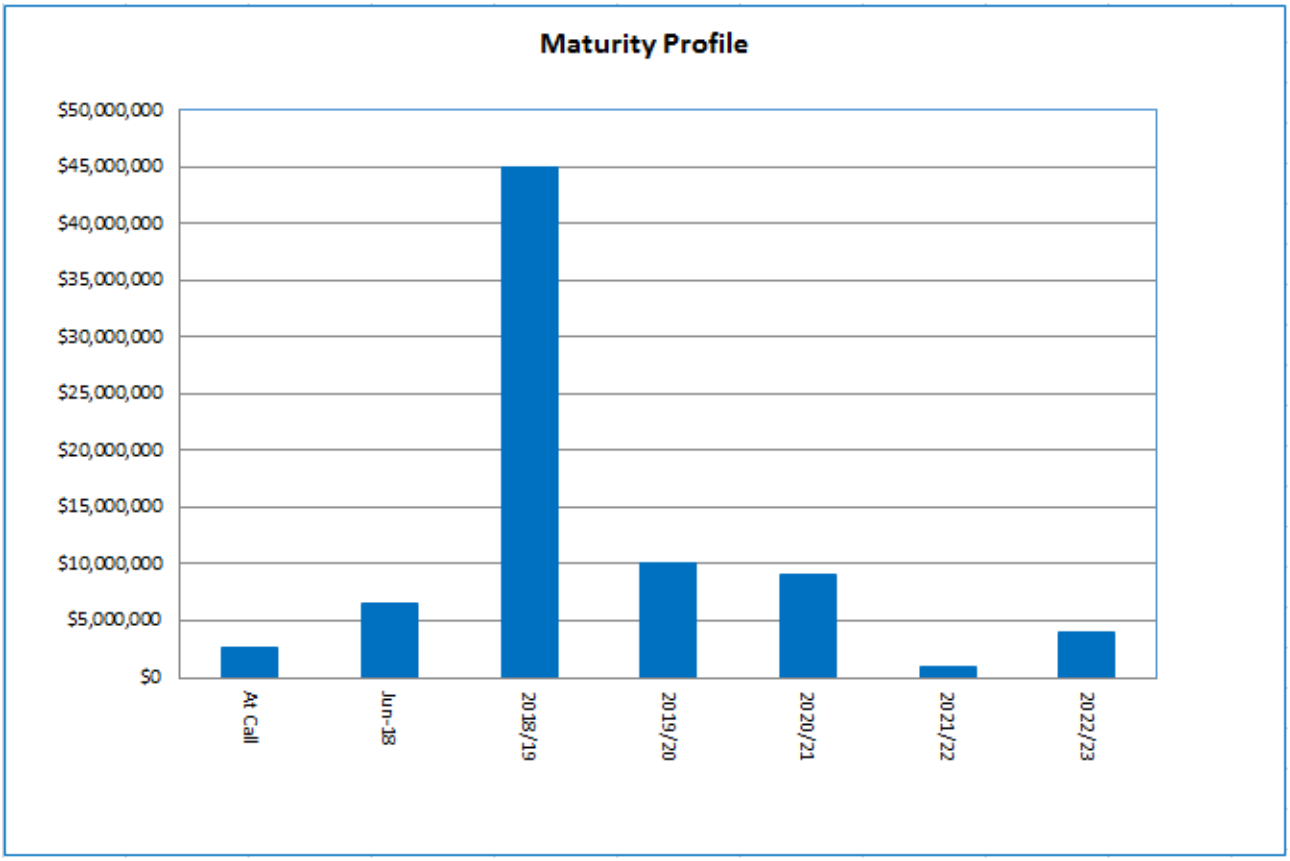
Total investments for Snowy Monaro Regional Council were $78,190,821 on 31 May 2018.

Investment Register – 31 May 2018:

DATE INVESTED	FINANCIAL INSTITUTION	Short-Term Rating	Long-Term Rating	TYPE	CURRENT INVESTMENT	INTEREST RATE	MATURITY
n/a	National Australia Bank - At Call*	A1+	AA-	At Call	535,074	Variable	At Call
n/a	National Australia Bank - At Call*	A1+	AA-	At Call	1,024,636	1.10%	At Call
n/a	AMP Bank - At Call	A1	A	At Call	28,717	1.80%	At Call
n/a	Westpac Bank - At Call	A1+	AA-	At Call	653	0.70%	At Call
n/a	AMP Bank - 31 days Notice Account	A1	A	31 days	1,101,740	2.30%	31 days
12-Sep-14	RaboDirect	A1	A+	TD	2,000,000	4.10%	11-Sep-18
16-Sep-15	Bank of Queensland	A1	A	TD	1,000,000	3.20%	17-Sep-19
23-Mar-16	ING Bank	A2	BBB+	TD	1,000,000	3.66%	22-Mar-21
23-Jun-16	Commonwealth Bank	A1	A	TD	4,000,000	3.10%	23-Jun-21
22-Feb-17	Westpac Bank	A1	A	TD	2,000,000	2.80%	22-Feb-19
09-Mar-17	National Australia Bank	A1	A+	TD	1,000,000	2.74%	10-Sep-18
21-Mar-17	Bank of Queensland	A2	BBB+	TD	1,000,000	3.15%	20-Mar-20
09-Jun-17	Rural Bank Limited	A1+	AA	TD	4,000,000	2.75%	07-Jun-19
19-Jun-17	Bendigo and Adelaide Bank	A1+	AA-	TD	2,000,000	2.75%	19-Dec-18
26-Jun-17	Bank of Queensland	A1+	AA-	TD	4,000,000	3.30%	25-Jun-21
26-Jun-17	Bendigo and Adelaide Bank	A1	A	TD	4,000,000	2.72%	26-Jun-18
24-Aug-17	ING Bank	A2	BBB+	TD	3,000,000	2.75%	27-Aug-19
29-Aug-17	Westpac Bank	A1+	AA-	TD	4,000,000	2.89%	29-Aug-22
15-Sep-17	Westpac Bank	A2	BBB+	TD	1,000,000	2.91%	14-Sep-21
23-Oct-17	Bank of Queensland	A1+	AA-	TD	1,000,000	2.55%	23-Oct-18
10-Nov-17	National Australia Bank	A1+	AA	TD	2,000,000	2.52%	09-Nov-18
05-Dec-17	Suncorp Bank	A1	A	TD	1,000,000	2.61%	04-Jun-18
18-Dec-17	Bank of Queensland	A2	BBB+	TD	1,500,000	2.60%	18-Jun-18
03-Jan-18	Suncorp Bank	A1+	AA-	TD	1,000,000	2.45%	02-Jul-18
08-Jan-18	Bank of Queensland	A2	BBB+	TD	1,000,000	2.60%	09-Jul-18
12-Feb-18	Suncorp Bank	A1	A	TD	2,000,000	2.50%	12-Jul-18
23-Feb-18	AMP Bank	A1+	AA	TD	1,000,000	2.65%	21-Nov-18
28-Feb-18	Westpac Bank	A2	BBB+	TD	2,000,000	2.60%	28-Feb-19
06-Mar-18	ING Bank	A2	BBB+	TD	1,000,000	2.86%	06-Mar-20
09-Mar-18	St. George Bank Limited	A1+	AA-	TD	2,000,000	2.60%	08-Mar-19
13-Mar-18	Rural Bank Limited	A1	A	TD	4,000,000	2.80%	12-Mar-20
15-Mar-18	AMP Bank	A1	A	TD	2,000,000	2.60%	13-Sep-18
20-Mar-18	ME Bank	A1+	AA-	TD	2,000,000	2.55%	20-Mar-19
20-Mar-18	National Australia Bank	A1+	AA-	TD	2,500,000	2.60%	17-Sep-18
10-Apr-18	Bankwest	A1+	AA-	TD	1,000,000	2.65%	10-Apr-19
16-Apr-18	ME Bank	A1	A+	TD	9,500,000	2.52%	16-Jul-18
20-Apr-18	Bankwest	A2	BBB	TD	1,000,000	2.70%	19-Oct-18
08-May-18	AMP Bank	A2	BBB+	TD	1,000,000	2.55%	08-Aug-18
08-May-18	National Australia Bank	A2	BBB	TD	1,000,000	2.65%	08-May-19
28-May-18	AMP Bank	A2	BBB+	TD	2,000,000	2.75%	26-Nov-18
					78,190,821		

Cash and Investments Charts:




Maturity Profile
$50,000,000
$45,000,000
$40,000,000
$35,000,000
$30,000,000
$25,000,000
$20,000,000
$15,000,000
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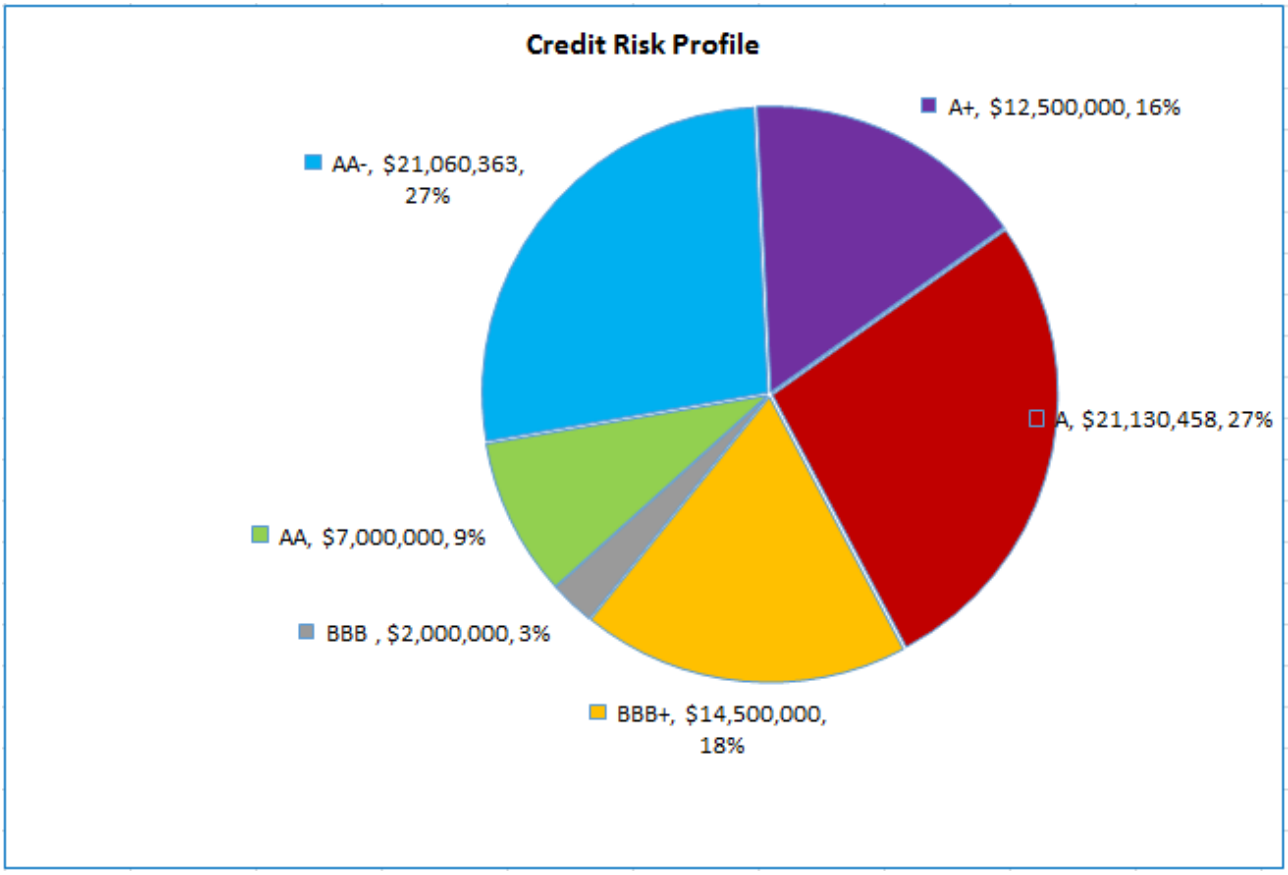
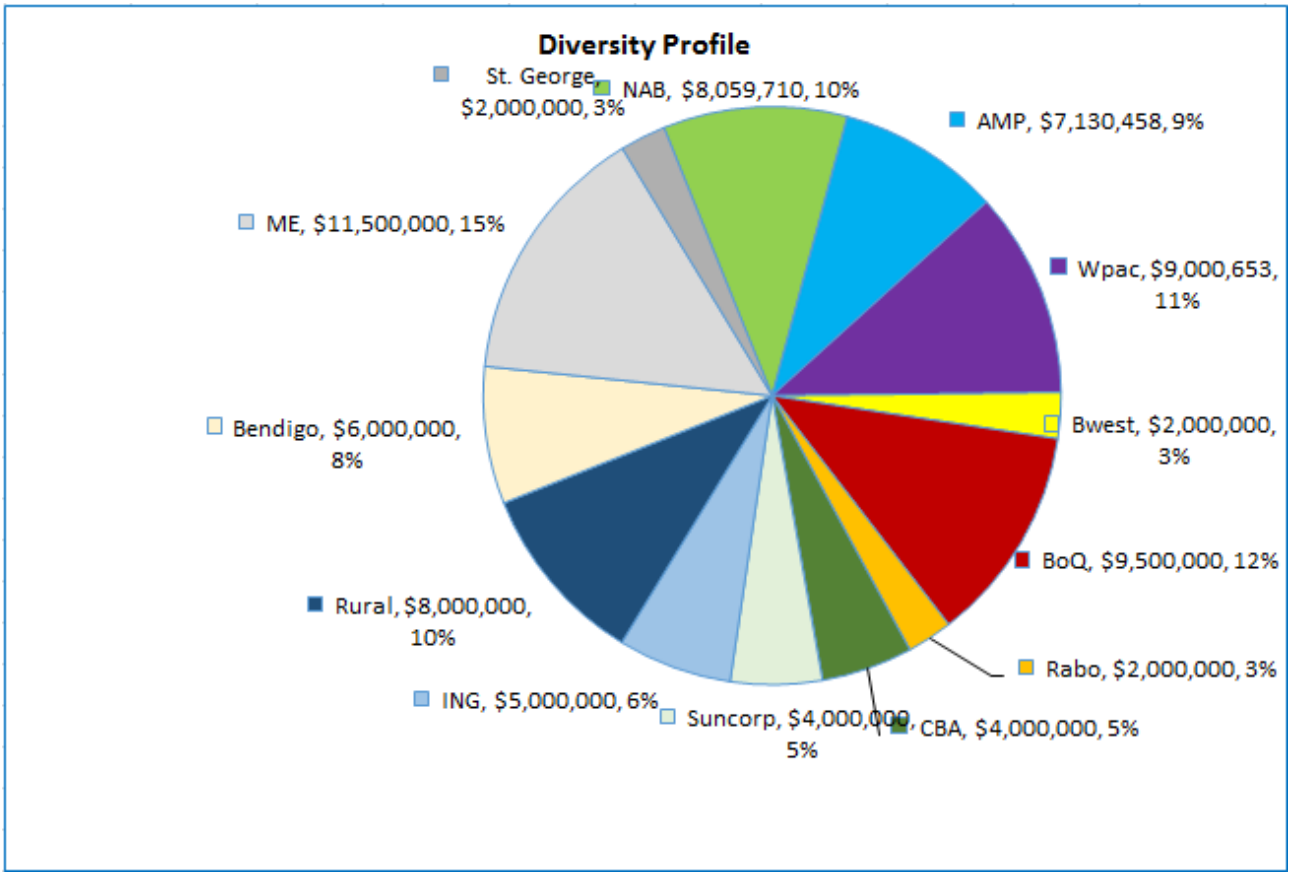
$0
At Call
Jun-18
2018/19
2019/20
2020/21
2021/22
2022/23


Credit Risk Profile
A+, $12,500,000, 16%
AA-, $21,060,363, 27%
A, $21,130,458, 27%
AA, $7,000,000, 9%
BBB , $2,000,000, 3%
BBB+, $14,500,000, 18%



4. Civic Leadership

In accordance with Regulation 212 of the Local Government (General) Regulation 2005, a report setting out details of money invested must be presented to Council in the following month.

Council's Fund Management Reporting exceeds minimum regulatory requirements and demonstrates a commitment to accountability and transparent leadership. It provides the Council, Executive and Community with timely, accurate and relevant reports on which to base decisions.

16.4 DONATIONS AND SPONSORSHIPS JUNE 2018

Record No:

Responsible Officer:	Director Corporate and Community Services
Author:	Group Manager Governance
Key Direction:	7. Providing Effective Civic Leadership and Citizen Participation
Delivery Plan Strategy:	DP7.1.1.2 Council's leadership is based on ethics and integrity to enable informed and appropriate decisions in the community's best interest.
Operational Plan Action:	OP7.7 Provide timely, accurate and relevant information to Council to enable informed decision making.
Attachments:	1. Requests for Donations and Sponsorships June 2018 ⇩ 2. Donations June 2018 Attachments ⇩
Cost Centre	3120

EXECUTIVE SUMMARY

1. **Requests for Donations and Sponsorship June 2018.**
   - This document contains a summary of requests for June 2018 Council. Total value requested by community members is $5,780.
   - The officer has not made a recommendation on value, only presented the requested amounts for Council to consider.

2. **Donations June 2018 attachments**
   - This document contains the original submission detail received from each submission for June.

The following officer's recommendation is submitted for Council's consideration.

OFFICER'S RECOMMENDATION

That Council determine the value to approve for submissions in the attachment – Requests for Donations and Sponsorship for submission to Council June 2018.

BACKGROUND

Council resolved to increase the Donations and Sponsorship Budget from $62,500 to $112,773.38 to allow for:

- an additional $35,273.38 to cover donations approved to April 2018; and
- $15,000 to support donation requests for May and June 2018,
- $4488.50 was endorsed at the 17 May 2018 Council meeting leaving a balance of $10,511.50 in budget.

Total request value for June 2018 is $5,780.

If Council were to approve the requested value of June 2018 donations there would be a residual of $4,731.50 in the 2018 FY Budget.

QUADRUPLE BOTTOM LINE REPORTING

1. Social

This process has been developed to ensure that the LGA invests in events that have the potential to raise economic, social or cultural benefits to our community. All requests made will be considered by formal resolution of Council

2. Environmental

Most organised events are covered by a development consent therefore any environmental impacts are dealt with through that process

3. Economic

The agreed donation value will be sourced from Donations and Sponsorships account number 10.3120.1001.63160

4. Civic Leadership

This process has been developed to ensure that the LGA invests in events that have the potential to raise economic, social or cultural benefits to our community. All requests made will be considered by formal resolution of Council.

#	Organisation	Request Summary	Requested Value (Cash)	Requested Value (In Kind)	Recommendation	Comment
1	Nimmitabel Heritage Trail / Mill Committee	Production and printing of 7000 brochures to promote Nimmitabel Heritage Trail and Mill	$990			Council will be acknowledged on the Brochures.
2	Michelago Region Community Association	Michelago Music Muster Saturday 2nd June	$500 sponsorship $190 DA fee (already paid)	$200		Retrospective as event occurred last weekend.
3	NSW Rural Doctors Network	Bush Bursary / CWA Scholarship Program	$3,300			Seeking Council support to Sponsor a Bursary for Rural Doctor Placements.
4	Jindabyne Chamber of Commerce	Development of Snowy Mountain Innovation Network	$600			Retrospective support to run luncheon in Jindabyne to investigate private funding.
Totals			$5,580	$200	Total Value Requested : $5,780	

SNOWY MONARO
REGIONAL COUNCIL
Stronger together Better together

Application for Financial Assistance (Donation) from Snowy Monaro Regional Council
In accordance with Donations Policy GOV 011 / Section 356 of the Local Government Act 1993

1. Applicant (include address and ABN if applicable)
Heritage Trail / Mill Committee - sub committee of Nimmitabel Advancement Group.
ABN 34285480147. P.O. Box 26 Nimmitabel NSW 2631.

2. Location/address:
Meetings are held at the Community Centre in Clarke St, Nimmitabel, monthly.

3. Date of establishment or inauguration:
April 1986.

4. Is your organisation registered for GST?
Yes (No)

5. Amount of funding requested:
$900 + GST.

6. Brief description of the nature and objectives of applicant/recipient organisation:
The Heritage Trail / Mill Committee promotes the Nimmitabel Heritage Trail, produces souvenirs and tourist brochures which are distributed to local outlets + Cooma Visitors Centre. We are volunteers who promote Nimmitabel as a tourist destination.

7. Purpose for which assistance is sought:
- ☐ In kind support
- ☐ Waste management eg, provision of bins/rubbish and recycling removal etc (amounts include staff time for drop off and collection)
- ☐ Mowing / gardening
- ☐ Road closures (amounts include staff time)
- ☐ Fee waiver eg, DA / hall hire fees
- ☑ Promotion via print media, Council website etc

8. Which category does the event fit within Council's Delivery & Operations Program?
N/A.

9. Financial details of project or program for which assistance is sought:
The Heritage Trail Mill sub-committee commissions souvenirs, the proceeds from which are used to purchase further souvenirs. Our account stands at $987.40 with further souvenirs already ordered.

10. Total cost of project or program:
7,000 Brochures for $900+GST
These will last for approximately 2 years.

11. Details of other funding received from Council if any:
NIL

12. Details of other financial assistance sought or obtained:
NIL

13. How will Council funding be acknowledged eg logo or signage
Council will be acknowledged on the brochure

14. Details of Office Bearers or other involved parties:
Sub Committee of Nimmitabel Advancement Group
President - Vicki Pollard
Secretary - Mary Anne Renfrey
Treasurer - Edith Bradley
NAG.

15. What services or activities will the recipient provide to SMRC residents?
N/A.

16. **Attach** financial position of applicant. Preference is audited financial statements and balance sheets for the past financial year. If yours is a new organisation supply a copy of your budget for the ensuing year together with a statement from the organisation's bank as to arrangements made for the opening and operation of banking accounts. If you are unable to attach the above documentation please attach available documentation that you feel will help SRSC assess your financial position (eg bank statements).

Are these attached? (Yes) No

17. What services or activities will the recipient provide to SMRC residents?
N/A.

18. Signed for and on the behalf of the applicant/recipient organisation:

Signature:	[redacted]
Name:	GAZELLE WICKS
Office held / Position	SECRETARY - HERITAGE TRAIL/ MLWH COMMITTEE.
Email Address * ***Mandatory***	[redacted]
Postal Address:	[redacted]
Telephone Number/s	[redacted]
Date:	8/5/2018.

Please return by post to PO Box 714, Cooma NSW 2630, or email to council@snowymonaro.nsw.gov.au

NOTE A grant was received via Council in 2015 and all the brochures are gone. The brochures have proved very successful, with visitors walking the Heritage Trail etc.

OFFICE USE ONLY:

Date application received:

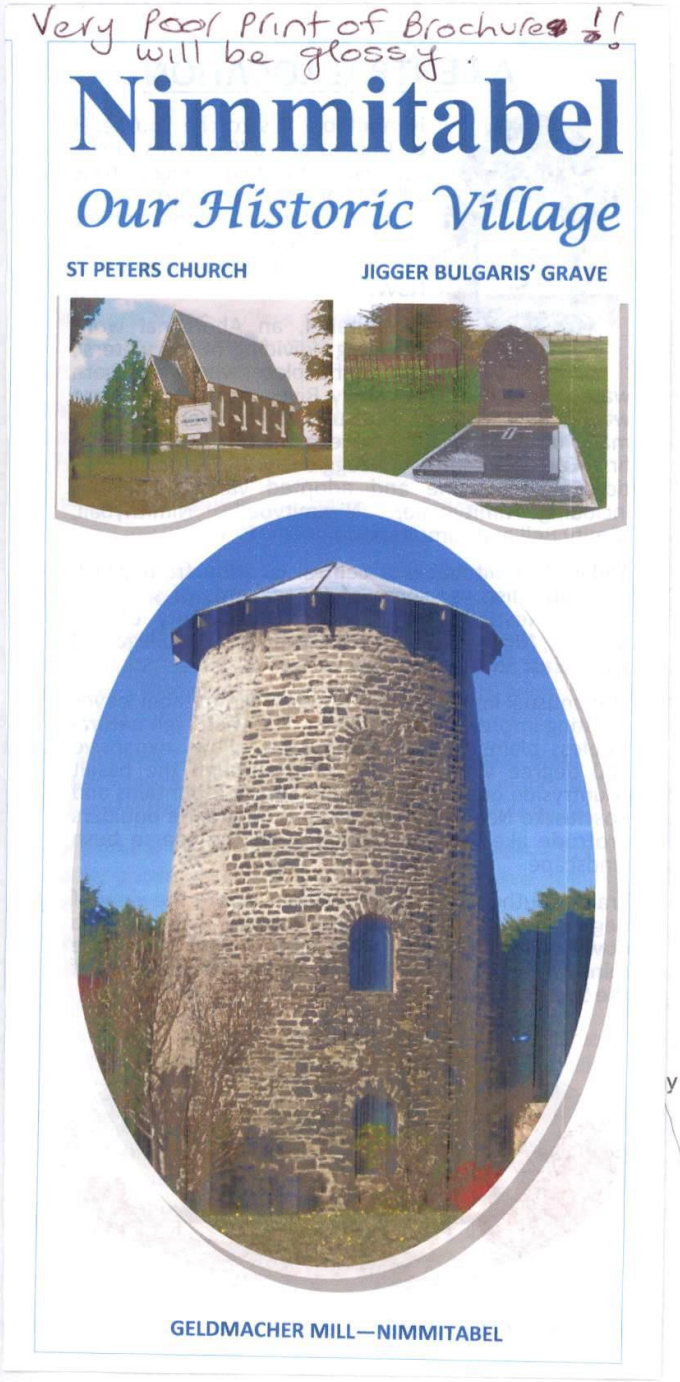
Which function of Council is exercised by this donation?

Tick	Department / Area for Costing	Amounts charged
	Waste & Recycling	
	Community & Environmental Services	
	Parks & Gardens	
	Human Resources (staff time)	
	Other (hall /oval fee waivers etc)	

Is public notice required?

Date and method of public notice:

Very Poor Print of Brochure !!
will be glossy.



PO Box 1139
76-80 Commissioner Street
Cooma NSW 2630
Tel (02) 6452 2614
Mobile 0428 484 999
Fax (02) 6452 4857
Email info@southeastprinting.com.au
Web www.southeastprinting.com.au
ACN 061 668 880
ABN 27 061 668 880

QUOTE NO.: SEP0505

y further information.

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Account Summary

Account Details

Account Number [redacted]

Account Name NIMMITABEL ADVANCEMENT

Last Transaction Date 19 APR 2018

Available Funds

$987.40 Current Balance

$987.40 Available Funds

Transaction History

Date ▾	Description	Debit	Credit	Balance
19 APR 2018	CASH DEPOSIT		$19.50	$987.40
05 APR 2018	CASH DEPOSIT		$60.00	$967.90
23 FEB 2018	CORRECTION DEPOSIT 22/2/18		$20.00	$907.90
25 JAN 2018	CASH DEPOSIT		$30.00	$887.90
04 JAN 2018	CASH DEPOSIT		$10.50	$857.90
28 DEC 2017	TFR FROM 001119229		$425.00	$847.40
30 NOV 2017	CHEQUE DEPOSIT		$66.00	$422.40
08 NOV 2017	CASH DEPOSIT		$74.50	$356.40
30 OCT 2017	PERSONAL CHEQUE 499235 [Eff Date: 27 OCT 17]	$357.50		$281.90
05 OCT 2017	CASH DEPOSIT		$122.50	$639.40
25 AUG 2017	PERSONAL CHEQUE 499234	$286.00		$516.90
10 AUG 2017	CASH DEPOSIT		$13.50	$802.90
27 JUL 2017	CASH DEPOSIT		$7.00	$789.40
15 JUN 2017	CASH DEPOSIT		$13.00	$782.40
01 JUN 2017	CASH DEPOSIT		$5.00	$769.40
04 MAY 2017	CASH DEPOSIT		$53.50	$764.40
13 APR 2017	CASH DEPOSIT		$12.50	$710.90
13 APR 2017	CORRECT CASH WITHDRAWAL		$12.50	$698.40
13 APR 2017	CASH WITHDRAWAL	$12.50		$685.90
15 MAR 2017	CASH DEPOSIT		$32.00	$698.40

Page 1

Download Search

SNOWY MONARO REGIONAL COUNCIL
Stronger together Better together

Application for Financial Assistance (Donation) from Snowy Monaro Regional Council

In accordance with Donations Policy GOV 011 / Section 356 of the Local Government Act 1993

1. Applicant (include address and ABN if applicable) Michelago Region Community Association ABN: 69 045 806 574 INC: 9884198
2. Location/address: Ryrie St Michelago NSW 2620
3. Date of establishment or inauguration: 15 August 2005
4. Is your organisation registered for GST? No
5. Amount of funding requested: $690.00 Comprising $500 in sponsorship and $190.00 for the DA fee (already paid) and waste management for the event.
6. Brief description of the nature and objectives of applicant/recipient organisation: Community Association which raises funds for local community projects. This year we are holding a joint community fundraiser (Michelago Music Muster, Sat 2 June 2018, 4.30pm till 11pm) in conjunction with the Michelago RFS.
7. Purpose for which assistance is sought: ☐ In kind support ☒ Waste management eg, provision of bins/rubbish and recycling removal etc (amounts include staff time for drop off and collection) ☐ Mowing / gardening ☐ Road closures (amounts include staff time) ☒ Fee waiver eg, DA / hall hire fees ☒ Promotion via print media, Council website etc
8. Which category does the event fit within Council's Delivery & Operations Program? The event is the Michelago Music Muster on Saturday 2 June 2018.
9. Financial details of project or program for which assistance is sought: Latest MRCA Treasurer's report attached, May 2018 with a projected income/expenses statement attached.

10. Total cost of project or program: Projected income/expenses statement is attached to this application for the event.
11. Details of other funding received from SMRC if any: MRCA has received financial support from the Snowy Monaro Regional Council for past Michelago Mayfair's, Michelago Spring Fair.
12. Details of other financial assistance sought or obtained: We have commitments for sponsorship for the Spring Fair totalling $2000.00 from Independent Building Supplies, McPherson Homes, Pride Auto and Custom Flatpacks.
13. How will Council funding be acknowledged eg logo or signage Logos, Signage at the Music Muster and advertisements on Social Media. We would be happy to erect Council signage at the event, if you have one available. Advertisements will be placed on the MRCA website and via social media and our local community email list. On the day, there will be spruiking via our MC and all sponsors will be named.
14. Details of Office Bearers or other involved parties: Romney Kelly (President) [redacted] Brent Wallis (Vice President) Kerry Rooney (Treasurer) [redacted] Aleira Plath (Secretary)
15. What services or activities will the recipient provide to SMRC residents? Through the Music Muster, we will provide live music, children's entertainment, food and a bar.
16. **Attach** financial position of applicant. Preference is audited financial statements and balance sheets for the past financial year. If yours is a new organisation supply a copy of your budget for the ensuing year together with a statement from the organisation's bank as to arrangements made for the opening and operation of banking accounts. If you are unable to attach the above documentation please attach available documentation that you feel will help SRSC assess your financial position (eg bank statements). Are these attached? Yes

17. Signed for and on the behalf of the applicant/recipient organisation:

Signature:	Romney Kelly
Name:	Romney Kelly
Office held / Position	President
Postal Address:	[redacted]
Telephone Number/s	
Date:	15/05/2018

Treasurer's Report 13 May 2018

MRCA Financial Position as at 13 May 2018

Assets	**$**
Petty Cash - MRCA	307.25
Cash at Bank - MRCA	13,022.37
50% share of Spring Fair Account	1,750.00
Cheques to be banked - MRCA	15.00
Total assets	**15,094.6215,094.62**
Liabilities	
Participation Grant	6,090.00
DSS Grant	277.59
Fund: Electrical Upgrade at Oval (Target: $1500)	900.00
Accounts payable: distribution of Fair profits	1,605.00
Railway Station Lease Payment	550.00
Clubhouse ceiling: Paul Kennedy	1,500
Total Liabilities	**10,922.59**
Net Assets	**4,172.03**

Our financial position

Our net assets are $4,172.03 down by $1,650 from April. The major changes over the last month were:

- A decision to proceed with the new ceiling and electrical work in the Clubhouse with Paul Kennedy - $1,500 up front (with other half approx to be paid after Spring Fair).
- Transfer of $1,500 to establish the Spring Fair Account
- Receipt of $2,000 in sponsorships for the MMM which has been transferred to the Spring Fair Account
- A fee of $190 for the DA for the MMM – (which subject to everyone's agreement, I will transfer from the Spring Fair Account to MRCA as we paid it in full.)
- Payment of $220 for the new Roll of Honour following the Easter vandalism of the Cenotaph.

We have yet to receive an invoice for the railway station lease. [I followed up with John Holland on outstanding maintenance at the station, namely the eaves and missing downpipe on the west side near the front door which is allowing water to leak into the internal walls. No action to date.]

Membership:

We received a family membership from Jo Gaha and Gary Morris (cheque yet to be banked).

The joint bank account for Spring Fair

The Spring Fair account has been set up with a current balance of $3,500.

Spring Fair Profits and Electrical Upgrade Fund

This is yet to be finalised and will remain a standing item in the monthly report until it is finalised.

- The Hall Committee has advised they will use their contribution to paint the Hall. I'm just awaiting BSB and Account No before processing the direct transfer.
- The P&C agreed in principle to contribute $300 to the electrical fund. They are yet to write a cheque for $150 following confirmation at their meeting. (This is net of their share of Spring Fair profits of $158.)

Michelago Music Muster 2 June: joint event with Michelago RFS

With only three weeks until the MMM, I thought it timely to do a projected cash flow for the event.

Items in *italics* are estimates only and will most certainly change.

Worst case scenario, we need to sell 100 tickets to break even, assuming total costs of $3,000 and no other revenue.

Music Muster Projected Cash Flow

Revenue	**$**
Ticket Sales 400 attendees at $10 each	*4,000*
Sponsorships	2,000
Food stall - fee	130
Beer tent - fee	*130*
Michelago Fire Brigade BBQ – profits from food sales	*300*
Sale of merchandise – 100 stubby holders at $10 each	*1000*
Total Revenue	***7,560***

Expenses	**$**
Music artists	1,200
Portaloos 3 x 250 each	*750*
DA fee	190
Stubby holders $4.95 each x 100	*500*
Jumping castle hire	200
Total Expenses	***2,840***
Net Profit/Loss	***4,720***

Treasurer's Report

MRCA's financial position has changed little over the last year.

Our balance sheet shows that our assets exceed our liabilities comfortably by $5,524:

- Cash at the bank is just over $15,000.
- Our biggest liability is a grant sitting in our bank account for tennis participation.

Our cash flow statement shows we had a small decrease in our cash available over the year by $514.

Our profit and loss statement for the year shows a net loss of $1,370:

- This is in large part due to the expenditure of our Department of Social Security grant on small capital items such as an esky, a P.A system, a fridge, a patio heater and a laptop.
- The Spring Fair was a very profitable day for MRCA and the other four community groups who participated. MRCA's net profit was $4,269. Total net profits came to $7,232. The biggest sources of revenue for MRCA were:
  - Sponsorship $3,100
  - Raffle $1,885
  - Stallholders $1,340
  - Gate takings $930
- The major expenses for the Spring Fair for MRCA were
  - Entertainment $1,100
  - Generator hire $900
  - Marketing $552
- Other fund-raisers included catering for a birthday party at the Railway Station which netted $520 in profits and the Christmas raffle which raised $371 for MRCA and the Fire Brigade.

Our grant projects are now all largely complete except for the tennis participation grant, and most are acquitted. We have not actively pursued any new grants after being unsuccessful in the December 2016 round of Community Grants with the Snowy Monaro Regional Council. Perhaps it is timely to consider applying for new grants.

For the year ahead, one challenge remains finding funding to upgrade the Club House at the Oval. It is unusable in its current state.

The tennis courts are still underutilised but there is some interest starting to percolate.

The Council has made no progress on our playground, with our purchased equipment valued at $13,600 still sitting in a shed somewhere in Cooma. A media campaign may be required to get things moving.

The following documents are tabled to provide detail on MRCA's financial performance:

- Balance Sheet as at 17 February 2018
- Cash Flow Statement for year ending 17 February 2018
- Profit and Loss Statement for year ending 17 February 2018
- Spring Fair 2017 Profit and Loss
- Spring Fair 2017 Profit and Redistribution
- MRCA Grants Register as at 17 February 2018

Michelago Region Community Association
Balance Sheet
As at 17 February 2018

	$
Assets	
Petty Cash	190.65
Cash at bank	15,037.25
Total Assets	**15,227.90**
Liabilities	
Participation Grant	6,090.00
DSS Grant	277.59
Fund to upgrade electricals at oval	600.00
Reimbursements pending	836.28
Accounts payable: Distribution of Spring Fair Profits	1,714.50
Accounts payable: Xmas raffle 50% for Fire Brigade	185.50
Total Liabilities	**9,703.87**
Net Assets	**5,524.03**

Michelago Region Community Association
Cash Flow Statement
Year Ended 17 February 2018

	$
Opening Cash Balance	
Petty Cash	601.30
Cash at bank	15,140.69
Total Cash	**15,741.99**
Closing Cash Balance	
Petty Cash	190.65
Cash at Bank*	15,037.25
Outstanding Cheques	
Total Cash	**15,227.90**
Increase / Decrease in available funds	**-514.09**
*Outstanding Cheque 354	200.00

Michelago Region Community Association
Profit and Loss Statement
For the Year Ended 17 February 2018

	2017/18
Revenue - General	
Contributions (Landcare/Hall Fair Profits)	338.35
Donations	277.92
Fundraising Sales	25.00
Membership Fees	270.00
Sundry Revenue	29.60
Revenue - Net Profit from Activities	
Driver Reviver	100.00
	-
DSS Grant	3,919.00
Fundraiser: Birthday Party	520.00
Spring Fair*	4,269.15
Raffle (Xmas joint with Fire Brigade)	371.00
Tennis Courts (incl Club House)	57.00
Total Revenue	**2,339.02**
Expenses	
Committee Contribution (Fair Profits distributed)	1,146.50
Consumables	312.07
Electricity	767.66
Hall rental	190.00
Insurance*	471.61
Sundry Expenses	821.48
Total Expenses	**3,709.32**
	-
Net Profit /Loss	**1,370.30**

*Additional $471.61 insurance expense included in Spring Fair entry

MRCA PROFIT & LOSS FOR SPRING FAIR 2017			
Revenue	**$**	**sub-total**	**2016**
Sponsorships: OOKI (major sponsor)	1000		
Sponsorships: ActewAGL (Urban Drover)	850		
Sponsorships: Snowy Monaro Regional Council	500		
Sponsorships: All States Towing	500		
Sponsorships: Elders Insurance Canberra (Bill Lane folk singer)	250	**3100**	**1700**
Stallholder Fees	1340		**1090**
Development Application Fee Refund	142.5		
Yoga (Emily Victoria)	12		
Gate takings	930		**369**
Raffle	1785.55		
Raffle - cash taken for EFTPOS withdrawals	100	**1885.55**	**1199**
Face painting	132		
Jumping Castle	188.75		
Patting zoo	205.95		
TOTAL REVENUE	**7936.75**		
EXPENDITURE			
Music: Urban Drover	850		
Music: Bill Lane	250		
Public Liability Insurance: 50% of MRCA premium attributed to Fair	471.61		
Generator Hire Genplus	800		
Royalla generator	100	**900**	
Fencing materials	152.3		
Printing Raffle Tickets	110		
Marketing: Brochures	75.95		
Marketing: Corflutes: Fair signage OOKI	252.77		
Marketing: Corflutes: Parking signs AST	94.6		
Marketing: Stakes and large cable ties for corflutes	51.05		
Marketing: Banner for Fair: OOKI	77.97	**552.34**	
Development Application Fee	142.5		
Jumping Castle Hire	150		
Float across fund raising activities above	66		
Town Crier	20		
Bank fee on EFTPOS transactions	2.85		
TOTAL EXPENDITURE	**3667.6**		
NET PROFIT	**4269.15**		

Michelago Spring Fair 2017 Profit and Redistribution

Organisation	**Profit**	**Share**	**Transfers**
MRCA #	4269.15	1446.50	-3161.00
Fire Brigrade #	1337.00	1446.50	109.50
Michelago P&C #	1288.00	1446.50	158.50
Landcare *	187.55	1446.50	1446.50
Hall Committee *	150.80	1446.50	1446.50
Total	**7232.50**	**7232.50**	**0.00**
	7232.5	5	1446.5

These three organisations retained their profits

* Landcare and Hall Committee transferred their profits to the MRCA.

From: Darcey Duncan

Sent: 22 May 2018 12:12:53 +1000

To: Records Snowy Monaro Regional Council

Subject: Attention General Manager - NSW Rural Doctors Network

Attachments: Snowy-Monaro Council Bush Bursary Program.pdf

Dear Mr Vescio,

I am writing with regard to the Bush Bursary/CWA Scholarship Program - aimed at tackling the shortage of medical professionals within rural communities.

The Rural Doctors Network are currently working with the Rural Councils of NSW to organise the 2018 placement of medical students within council area hospitals.

The NSW Rural Doctors Network would like to invite Snowy-Monaro Shire to take part in the 2018 Bush Bursary/CWA program in order to encourage medical professionals to undertake medical practice within the Shire.

I have attached some information regarding the Bush Bursary/CWA Program and the positive impact it has had to date.

I look forward to speaking with you in the near future.

Kind Regards,

Darcey Duncan

Dear Mr. Vescio

Re: The 2018 Bush Bursary/Country Women's Association Scholarship Program

I am writing to invite Snowy-Monaro Council to participate in the Bush Bursary/CWA Scholarship program in 2018.

The Bush Bursaries and CWA Scholarships are offered annually to selected medical students in NSW and the ACT, and are financially supported by the rural councils of NSW, the Country Women's Association and the NSW Rural Doctors Network (RDN).

The number of students studying medicine in NSW is increasing, however many rural communities are still facing a shortage of medical professionals. The Bush Bursary/CWA Scholarship program seeks to expose medical students to rural medical practice and lifestyle within selected council regions. This enables medical students to form relationships and contacts within rural council communities, building a connection and providing the opportunity to practice within the rural council area once qualified.

Below is an outline of the role that RDN and your Council would provide for the program:

NSW Rural Doctors Network's Role –

- Advertising and promotion of the Bush Bursary Scheme to eligible students studying at medical schools in NSW/ACT.
- Recruitment and selection of Bush Bursary recipients.
- Administration of funds from sponsoring shire councils to Bush Bursary recipients.
- Matching recipients to sponsoring shire council.

- Ongoing support and information for recipients and shire councils throughout the year.

- Distribution of research and evaluation about the Bush Bursary to stakeholders and interested parties.

Sponsoring Shire Council's Role –

- Payment of $3000 (+GST) for sponsored student.

- Nomination of Placement Coordinator from within council or associated organisation.

- Organisation of placement for sponsored Bush Bursary student, including liaising with local medical.

practitioners and community groups, accommodation and social aspects of the two-week placement.

- Liaise with NSW RDN and sponsored Bush Bursary student regarding placement arrangements.

Outcomes from the Scholarships:

Since the BB/CWA Scholarships were first awarded in 1996, over 300 medical students have benefitted. In 2012 The NSW Rural Doctors Network completed a longitudinal study of students who received a scholarship from 1996 – 2006 to track their career choice and practice locations. The study found 41% of scholarship holders spent their first and second post-graduate years (PGY) in a non-metropolitan hospital and 35% for PGY3. This is significant as it indicates a high proportion of scholarship holders began their career in a nonmetropolitan

area, spending two or three years as junior rural doctors. These figures equate to 140 combined years spent in the rural and regional medical workforce. One quarter of previous scholarship receipts were currently working in a rural or regional area when surveyed.

Benefits for rural communities and students:

All students have enjoyed their placements. They loved being engaged in the community, both professionally and socially. Students from the country enjoyed having the financial freedom to spend time back there as a professional rather than a resident, and those not from the country gained invaluable knowledge and familiarity with rural issues, which is likely to expand their thinking in terms of future career options. This group

were much more likely to mention that the scholarship was considered as a 'trial' prior to deciding whether or not to apply to study at a rural clinical school and other rural medical opportunities. It is vital that these students have positive rural experiences while they are studying so that they are able to positively contribute to the medical workforce and the rural communities they serve.

How to participate:

Your financial contribution and support is significant in providing a positive experience of rural health for present medical students. This is vital to encourage junior doctors to practice within rural communities, building rapport and connections within rural council areas that are facing a current shortage of medical professionals.

If you would like any further information about the Bush Bursary/CWA Scholarship scheme or the longitudinal evaluation please feel free to contact me – students@nswrdn.com.au or (02) 4924 8000. I look forward to hearing from you soon.

Yours sincerely,

Mr. Darcey Duncan

Project Officer – Student Initiatives

Application for Financial Donations and Sponsorships

SNOWY MONARO REGIONAL COUNCIL
Stronger together Better together

In Accordance with the Donations Policy GOV 011 / Section 356 of the Local Government Act 1993

Applicants Details	
Name of Organisation	Jindabyne chamber of commerce
Contact Person	Olivier KAPETANAKOS
Address / Location	
Phone Number	[redacted]
E-Mail Address	admin@jindabynechamberofcommerce.org.au
ABN (If Applicable	
Date of Establishment (If Applicable)	
Is your Organisation Registered for GST? (If Applicable)	

Project / Activity Details	
Name of Project / Activity	Snowy Mountains Innovation Network
Amount of Funding Requested	Cash Amount $ 600 In Kind Support: (You will be required to submit copies of quotes from Council in your application) ☐ Waste Management. E.g. Provision of bins / rubbish and recycling removal (Includes staff time for drop off and collection). ☐ Mowing / Gardening ☐ Road Closures (Includes Staff time) ☐ Fee Waivers. E.g. DA / Hall Hire Fees, (Security deposits will need to be paid by the applicant but will be refunded provided no damage in incurred) ☐ Promotion via Print Media (Council Website Advertisement etc.) Other – Please outline Meeting Facilities

Briefly describe the Project / Activity	meeting room and projector at Rydges Table set up with working lunch for 12.

Project / Activity Financial Details	
Financial Details of the Project or Activity for which assistance is sought	See attached
Total Cost of the Project or Activity	$600.00
Details of other funding received from Snowy Monaro Regional Council (If Applicable)	NA
Details of other financial assistance sought or obtained	NA

Project / Activity Details	
How will your Project / Activity benefit the Snowy Monaro Regional Community?	Foster Innovation via the support of Entrepreneurs see attached for more details
What is the expected amount of resident participation?	See attached.
What other Local Community Groups is involved in this Project / Activity?	Snowy hydro AusTrade CVC

Outline your Organisation's capacity to deliver the Project / Activity, or, describe previous experiences.	See attached.

How will Council funding be acknowledged? E.g. Logo or signage (Council Funding must be acknowledged in your Project or Activity)	Council will be acknowledge during the presentation. At the same time council is part of the working group
Please provide details of Office Bearers or other Involved Parties	See attached.
What services or Activities will the Recipient of funding provide to Snowy Monaro Regional Community?	See attached.
What services or Activities will the Recipient of funding provide to Snowy Monaro Regional Community?	

Application Checklist

If the following documents are not attached with the application, this may result in the application not being considered.

Attached? (Please mark YES or No)

A copy of the Group / Organisation's most recent bank statement or Treasurers Report, for the past Financial Year	

A copy of the Group / Organisation's Public Liability Insurance	
Where the Group / Organisation intends to purchase equipment, and a copy of the quote/s obtained	
Where the Group / Organisation does not have an ABN, a 'Statement by a Supplier' form is required	
If your Group is not incorporated, please supply a letter from your supporting body	

Authorization of Applicant

If the following is not completed, this may result in the application not being considered.

Name	Oliver KAPETANAKIS
Office Held / Position	Vice Chair - Indaiyre chamber of commerce
E-Mail Address	[redacted]
Postal Address	
Phone Number/s	

Declaration and Signature of Applicant

- ☑ I confirm that the information contained in the application form and within the Documents are true and correct;
- ☑ I confirm that this application has been submitted with the full knowledge and support of the applicant;
- ☑ I declare that should this application be successful the funding will be expended as outlined in the above documentation;
- ☑ I acknowledge the Donation / Sponsorship acquittal requirements, and understand that surplus funds may be required to be returned to Council, and;
- ☑ I am aware this application will be reproduced in the Council Business Paper, and authorise for the publication of information required.

Signature	[redacted]
Name	Oliver KAPETANAKIS

Position	Vice chair.
Date	6th June 2018

Submitting your Application

Email: After completing your form, save to your computer and email to council@snowymonaro.nsw.gov.au

Deliver to: Any of the following Customer Service Locations:

Cooma:
81 Commissioner Street
Cooma NSW 2630

Bombala:
71 Caveat Street
Bombala NSW 2632

Berridale:
2 Myack Street
Berridale NSW 2628

Jindabyne:
Shop 2, Razorback Plaza
Gippsland Street, Jindabyne NSW 2627

Contact: (02) 6458 3555 (Governance Department, Bombala Office) for any enquiries.

FOR OFFICE USE ONLY

Date Application received:

Which function of Council is exercised by this Donation / Sponsorship?

TICK	Department / Area for Costing	Amounts Charged
	Waste & Recycling	
	Community & Environmental Services	
	Parks & Gardens	
	Human Resources (e.g. Staff time)	
	Other (e.g. Hall / Oval fee waivers etc.)	

Is Public notice required?

Date and method of Public notice:

Dear Mayor and Councillors,

The Jindabyne Chamber of Commerce has been working alongside various stakeholders such as the Council, Austrade, Canberra Innovation Center and with interest from the CUC, Neighbour center and Snowy Hydro to develop a Innovation Network for the Snowy Mountain region. A working group has been set up and attended at least on one occasion by the council GM.

We have a well formulated plan covering the industries, the process for selection of mentors, the avenues of funding and the potential location. The location chosen is Jindabyne and negotiations are underway for a physical space. Mayor Rooney was updated on the discussion on Monday night during the Cooma Connect evening.

The avenues of funding include but are not limited to government grants and private capital. In order to investigate private funding, a proposed lunch meeting will be held on the 7th June in Jindabyne to brief selected individuals that invest in such a Innovation proposition or be aware of those interested. We would like to invite, a community bank, financial advisers and solicitors. We hope for 12-20 people to be briefed by an invited guest from the Canberra Angels network. Lunch is expected to cost $35/person.

Normally we would be be asking for assistance from council for such an event using the normal procedure. However this procedure is moving to a 6 monthly timetable with the last opportunity on this cycle occurring in the 21st June, two weeks after the lunch. I have been advised that the council may consider applications for donations/support retrospectively.

The Jindabyne Chamber of Commerce is not a commercial entity and would not directly benefit from the Innovation network, though we wholeheartedly support it as a way to develop an economically stronger region.

As the timing is not good to seek an application for a donation prior to the event, I am suggesting that the chamber supports the lunch and seeks reimbursement (up to $1000) from council as a retrospective donation to be considered on June 21st.

The purpose of this email is to seek your support for the request to retroactively approved. If support is not provided, the chamber will not be in a position to financially support the lunch and it will most probably need to be delayed.

I have attached a one page summary for your information.

I would appreciate your views by email or phone call today, allowing us time to plan the next steps.

Regards,
Olivier Kapetanakos
Vice Chair, Jindabyne Chamber of Commerce

Snowy Mountains Innovation Network

Key Partners

- Government
- Business people in town
- Other hubs/incubators
- Bus Chamber
- Corporates
- Ski Resorts
- SnowyHydro/SMEC
- Neighbourhood Centre
- CUC
- Uni's

Key Activities

- Vetting Start Ups
- Delivering Programs
- Mentoring
- Preparing Startups for investment
- Introducing Investors
- Connect Events
- Coordination and Communication

Key Resources

- Workspace
- Mentors
- Investors and dollars
- Community Leaders
- Programs
- Admin support
- Drinks

Value Propositions

To provide a Snowy Mountain environment that:

- supports startups
- creates collaboration
- generates ideas
- provides quality entrepreneurial training
- refines business for investment
- refines investors ready to invest
- provides new business with cheap space
- provides mentoring for businesses looking to grow

Customer Relations

To see the incubator as the first place go to be a part of growing business

Startups should

- Trust the incubator
- Be inspired by the environment
- Drawn to collaborate

Investors and mentors are drawn to the incubator as the logical, easy and most valuable place to invest their time and money.

Channels

- Physical Space
- Connect Event
- Entrepreneurial training/mentoring
- Shark Tanks
- Online presence

Customer Segments

- StartUps
- Entrepreneurs
- Business looking to grow and develop new products and ideas
- Investors
- Specifically Mountain sport and tourism business
- Regoinally able to support Snowy 2.0 growth and legacy through enabling STEM employees and partner employment
- 'Tourist' short term business stay clients

Cost Structure

- Admin – travel/online
- Staffing – admin + leader + program delivery
- Building rental?
- Events
- Technology for the building

Revenue Streams

- Rental of space
- Program fees
- Gov Grants
- Investors
- Investment return
- Corporate sponsorships

16.5 COMPLAINTS POLICY AND UNREASONABLE COMPLAINANTS POLICY

Record No:

Responsible Officer:	Director Corporate and Community Services
Author:	Group Manager Governance
Key Direction:	7. Providing Effective Civic Leadership and Citizen Participation
Delivery Plan Strategy:	DP7.1.1.2 Council's leadership is based on ethics and integrity to enable informed and appropriate decisions in the community's best interest.
Operational Plan Action:	OP7.8 Ensure that appropriate governance structures are in place enabling open, transparent government.
Attachments:	1. DRAFT SMRC Complaint Handling Policy ⇩ 2. DRAFT SMRC Managing Unreasonable Complainant Conduct Policy ⇩
Cost Centre	3120

EXECUTIVE SUMMARY

The Complaint Handling Policy and the Managing Unreasonable Complainant Conduct Policy have been developed to align to the NSW Ombudsman's model documents. These documents provide a guide to Council staff on how to deal with complaints and complainants in a fair and equitable manner. At the same time they provide guidance in looking after the welfare of those Councillors and staff who are sometimes confronted by individuals that present a danger not only to themselves and our staff but to other stakeholders.

The following officer's recommendation is submitted for Council's consideration.

OFFICER'S RECOMMENDATION

That Council
A. Adopt the SMRC Complaint Handling Policy, and
B. Adopt the SMRC Managing Unreasonable Complainant Conduct Policy.

BACKGROUND

The NSW Ombudsman and the Office of Local Government have long been focused on improving the way councils deal with complaints. Over the years the Ombudsman has developed a number of model policies on complaint handling – the most recent being in 2015. To support this, in 2017 the Ombudsman produced guidelines on effective complaint handling.

The Ombudsman also understands that in some instances complainants go too far and become involved in harassing council staff. Therefore they have developed a model policy on how we could deal with these more difficult customers entitled Managing Unreasonable Complainant Conduct. They also produced a Practice Manual for staff to assist them in dealing with this sort of unwanted and unwarranted conduct.

The Council Complaint Handling Policy and Managing Unreasonable Complainant Conduct Policy have been based on the Ombudsman's model documents and represent what amount to 'best practice'. They provide the Council with a suite of documents that should provide a guide to Council staff on how to deal with complaints and complainants in a fair and equitable manner. At the same time they provide guidance in looking after the welfare of those staff members who are sometimes confronted by individuals that present a danger not only to themselves and our staff but to other stakeholders.

By adopting Policies aligned to the Ombudsman's Policy and Guidelines, in the event of escalation, Council will be able to demonstrate it has followed the practices recommended.

Currently Governance staff are completing procedures to align to system capabilities and support current business process. This will allow us with a process to consolidate council reporting and escalation protocols.

The Policies were provided to the Executive Leadership Team of Council for endorsement prior to submission to the Council for adoption.

We expect to have the procedures and reporting system rolled out to all staff in Quarter 1 2019 Financial Year.

QUADRUPLE BOTTOM LINE REPORTING

1. Social

Introduction of these policies will ensure that community stakeholders have an avenue through which their complaints and concerns can be brought to Council. It would provide Council with an opportunity for continuous improvement based on community feedback.

2. Environmental

No environmental impacts as a result of this recommendation.

3. Economic

It is not anticipated that there will be any economic impacts as a result of this recommendation.

4. Civic Leadership

By accepting the recommendations Council will demonstrate that they are committed to continual improvement of practices and services based on feedback from stakeholders. A commitment to the health and safety of staff and stakeholders will also be evidenced.

Policy

SNOWY MONARO REGIONAL COUNCIL
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Title of Policy	**SMRC Complaint Handling**		
Responsible Department	Which services this applies to (e.g. Roads)	**Document Register ID**	250.[document year].[document number].[document part]
Policy Owner	[checklist 25001 14 DD LAST VALUE]	**Review Date**	Date [document date1]
Date of Council Meeting	Date Approved [checklist 25002 10 DD LAST VALUE]	**Resolution Number**	Number [checklist 25002 11 DD LAST VALUE]
Legislation, Australian Standards, Code of Practice	Local Government Act 1993 (NSW) Public Interest Disclosures Act 1994 (NSW) Government Information (Public Access) Act 2009 (NSW) Privacy and Personal Information Protection Act 1998 (NSW) AS/NZS 10002:2014 – Guidelines for complaint handing in organisations Office of Local Government Practice Note 9 Complaints Management in Councils, July 2009 NSW Ombudsman – Effective complaint handling guidelines, 3rd Edition, February 2017 NSW Ombudsman – Complaint management framework and model policy, 2015 NSW Ombudsman – Investigating complaints – A manual for investigators, June 2004 NSW Ombudsman – Good conduct and administrative practice – Guidelines for state and local government, 3rd Edition, April 2017 NSW Ombudsman – Managing Unreasonable Complainant Conduct – a Model Policy and Procedure, May 2013 NSW Ombudsman – Managing unreasonable complainant conduct manual, June 2017		
Aim	This policy is to ensure that we handle complaints fairly, efficiently and effectively.		

1. Introduction

Council is committed to delivering quality customer services and to communicating effectively with its customers and the local community. Council values customer feedback because it helps with the continuous evaluation and improvement of its services.

This policy is intended to ensure that Council will handle complaints fairly, efficiently and effectively. Our 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; and
- Receive information that can be used by us to improve delivery quality in our services, staff and complaint handling.

This policy, which is based on the model prepared by the NSW Ombudsman, provides guidance to our staff and people who wish to make a complaint on the key principles and concepts of our complaint management system.

This policy applies to all staff receiving or managing complaints from the public made to or about us, our services and/or how Council handles complaints.

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

2. Objectives

This policy aims to effectively deal with and manage complaints from the community by:

- Demonstrating and promoting Council's commitment to customer satisfaction
- Ensuring that all complaints are responded to in a courteous, fair, confidential and timely manner, without bias or fear of retribution
- Ensuring that all members of the community can access information on how complaints will be dealt with by Council
- Educating staff in relation to complaint handling procedures and practices
- Monitoring feedback in an endeavour to improve existing services and facilities and Council's public image
- Creating a second chance to provide service and satisfaction to dissatisfied members of the public
- Identifying areas that need improvement
- Providing opportunities to strengthen public support for the Council
- Assisting in planning and allocation of resources.

3. Organisational Commitment

Council encourages feedback from its customers and the community because feedback provides Council with an opportunity to identify areas of service that need improvement, to respond to individual complaints and to strengthen the relationship between Council and the local community.

Council commits to:

- Accept any criticism graciously, believing that there is always room for improvement
- Ensuring that staff at all levels are committed to fair, effective and efficient complaint handling
- Deal with complaints in accordance with this policy
- Widely publicise the existence of this policy

- Encourage members of the public dissatisfied with Council's conduct to lodge complaints
- Advise complainants of their right to make a complaint to an external body if they are dissatisfied with the way that their complaint has been handled internally

Councillors	The elected Councillors have a responsibility to accept complaints and refer them to the General Manager or appropriate officer.
Council's General Manager and Directors commit to promoting a culture that values complaints and their effective resolution by undertaking the following:	Report to OLG on Council complaint handling as required
	Provide adequate support and direction to key staff responsible for handling complaints
	Regularly review reports about complaint trends and issues arising from complaints
	Encourage staff to make recommendations for system improvements
	Recognise and reward good complaint handling by staff
	Support recommendations for system, service and / or product improvements arising from analysis of complaint data
Council's Group Manager Governance, as the Manager responsible for complaint handling, is committed to establishing and managing our complaint management system by undertaking the following:	Provide regular reports to the General Manager on issues arising from complaint handling work
	Ensure recommendations arising out of complaint data analysis are canvassed with the General Manager and implemented where appropriate
	Recruit, train and empower staff to resolve complaints promptly and in accordance with Council's policies and procedures
	Encourage staff managing complaints to provide suggestions on ways to improve the organisation's complaint management system
	Recognise and reward good complaint handling by staff
Managers, are responsible for dealing with complaints not able to be resolved at first point of contact and for management of complaints within their business unit by undertaking the following:	Treat all people with respect, including people who make complaints
	Comply with Council's complaint handling policies and procedures
	Keep informed about best practice in complaint handling
	Provide support to staff dealing with complaints where necessary
	Ensure that complaints are responded to in a courteous, fair, confidential and timely manner and that complainants are advised of progress and outcomes.
	Provide suggestions to Group Manager Governance on ways to improve the organisation's complaints management system
Staff Handling Complaints, who duties involve complaint handling, are committed to demonstrating exemplary complaint handling practices by undertaking the following:	Treat all people with respect, including people who make complaints
	Comply with Council's complaint handling policies and procedures
	Keep informed about best practice in complaint handling
	Provide suggestions to management on ways to improve the organisation's complaints management system
All Council staff are committed to understanding and complying with Council's complaint handling procedure by undertaking the following:	Treat all people with respect, including people who make complaints
	Be aware of Council's complaint handing policies and procedures
	Assist people who wish to make complaints to access the Council's complaints handling process
	Assist staff handling complaints resolve matters promptly
	Provide feedback to management on issues arising from complaints
	Implement changes arising from individual complaints and from the analysis and evaluation of complaint data

4. What is a complaint?

For the purpose of this policy a complaint is any expression of dissatisfaction made to or about Council, its services and/or complaint handling, where a response or resolution is explicitly or implicitly or legally required. A complaint can be about the following:

- **Policies, procedures and processes** – this usually relates to dissatisfaction with service charges, policy decisions or an agreed practice covered by a policy or procedure;
- **Employees** – usually relates to dissatisfaction with the behaviour of a Council employee;
- **Quality of service** – generally related to the quality of the finished job such as service not up to an expected standard, or the work or service taking longer than previously specified.

5. What is not considered a complaint?

The following are **not** considered to be complaints under this policy:

- a request for works or services – unless it is a second request where there has been no response to the first request or where, in the view of the customer the response was unsatisfactory
- a complaint about an event, service or business for which the Council is not responsible
- a request for information or explanation of policies, procedures
- disagreement with Council's policy or a lawfully made decision
- the lodging of an appeal or objection in accordance with a standard procedure or policy (e.g. a complaint about an approved development or draft policy or plan – unless this is recorded as a complaint about the Council's decision making process
- reports of damaged or faulty infrastructure
- reports about neighbours, noise, dogs, unauthorised building work or similar issues that fall into the regulatory aspect of Council's service
- the issue of a penalty notice or taking other regulatory action for an offence under an Act or Regulation
- staff grievances
- public interest disclosures made by our staff
- code of conduct complaints
- responses to requests for feedback about the standard of our service provision
- reports of problems of wrongdoing merely intended to bring a problem to our notice with no expectation of a response
- requests for information

Many of the above issues will be referred to by the customer as 'complaints' because the customer is unhappy about the situation and wants something done. To Council, however, the 'complaint' is a **request** for action. This terminology does not reduce the importance of the issue, nor does it change the actions that Council will take. However, it does help Council differentiate between a complaint and a request so that the issue can be registered appropriately in Council's Complaint Management System.

In general, most 'true' complaints, as Council defines them, are about staff behaviour, quality of service, Council policy or the outcome of a decision.

6. Guiding principles

6.1 Facilitating complaints

6.1.1 People focus

Council is committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, products and complaint handling.

Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame.

People making complaints will be:

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

6.1.2 How to make a complaint

A person can make a complaint in a number of ways.

Mail: PO Box 714, COOMA NSW 2630

Telephone: 1300 345 345

Email: council@snowymonaro.nsw.gov.au

In person:

Cooma 81 Commissioner Street

Berridale 2 Myack Street

Bombala 71 Caveat Street

Jindabyne Shop 2 Razorback Plaza, Gippsland Street

Internet: www.snowymonaro.nsw.gov.au

6.1.3 No detriment to people making complaints

Council 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.

6.1.4 Anonymous complaints

Council will accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

6.1.5 Accessibility

Council will ensure that information about how and where complaints may be made to or about us is well publicised. We will ensure that our 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, Council 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 (e.g. advocate, family member, legal or community representative, member of Parliament, another organisation).

6.1.6 No charge

Complaining to us is free.

6.2Responding to complaints

6.2.1 Early resolution

Where possible, complaints will be resolved at first contact.

6.2.2 Responsiveness

Council will assess and prioritise complaints in accordance with the urgency and/or 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.

Council is committed to managing people's expectations, and will inform them as soon as possible, of the following:

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

Council will advise people 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 known and appropriate).

Council will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay. Time frames are available in the related Complaints Procedure.

6.2.3 Objectivity and fairness

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

Council will ensure that the person handling 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. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

6.2.4 Responding flexibly

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

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

6.2.5 Confidentiality

Council 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 the Council as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

6.3Managing the parties of a complaint

6.3.1 Complaints involving multiple agencies

Where a complaint involves multiple organisations, Council will work with the other organisation/s 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.

6.3.2 Complaints involving multiple parties

When similar complaints are made by related parties, Council prefers to communicate with a single representative of the group.

6.3.3 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.

6.3.4 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 security of our staff, and

- our ability to allocate our resources fairly 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 our policy on managing unreasonable conduct by people making complaints.

7. How are complaints about corruption, serious and substantial waste, pecuniary interests, competitive neutrality, criminal activity, etc. dealt with?

7.1External customers

Any complaints of this nature should be lodged directly with the General Manager.

The General Manager is obliged to report allegations of corrupt conduct to the Independent Commission Against Corruption and may report other serious allegations to the Police and/or other relevant authority.

If a complaint involves allegations of criminal behaviour, it should automatically be referred to the Police.

7.2Staff

Council has adopted an Internal Reporting Policy (under the Public Interest Disclosures Act 1994).

Staff, including contracted staff and Councillors, who wish to report corrupt conduct, maladministration, serious and substantial waste of public money, breach of the Government Information (Public Access) Act or local government pecuniary interest contravention, should follow the procedures in Council's Internal Reporting Policy.

7.3 Alternative avenues for dealing with these issues

Issues of this nature may be dealt with externally by the following agencies:

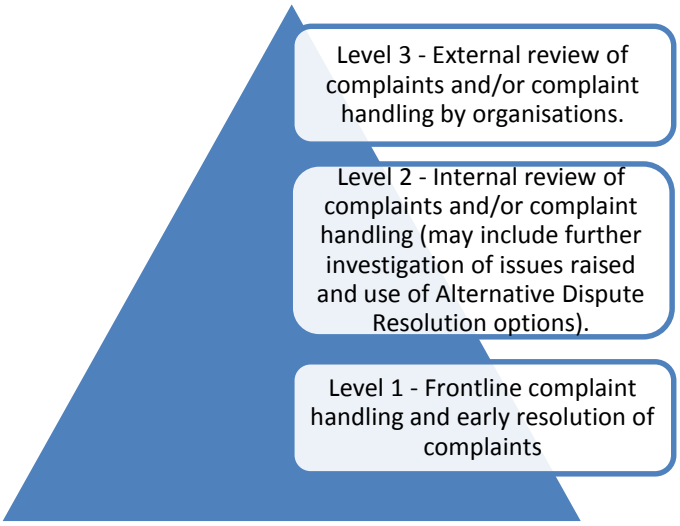
Agency	Nature of Complaint
NSW Ombudsman	Matters concerning maladministration
Office of Local Government	Matters concerning serious Council misconduct or pecuniary interest matters
The Independent Commission Against Corruption	Matters concerning corrupt conduct, which is defined as dishonest or partial exercise of any official functions by a public official. The General Manager is required to report suspected cases of corrupt conduct to the ICAC.
Anti-Discrimination Board	Matters in relation to discrimination, disability and harassment
Australian Competition and Consumer Commission	Competitive neutrality complaints
Information and Privacy Commission	Breaches of the Government Information (Public Access) Act 2009 (GIPA Act) and the Privacy and Personal Information Act 1998.

8. Safeguards against victimisation and retribution

Complainants will not be subject to victimisation or retribution as a result of lodging a complaint and any allegations of such treatment will be investigated and disciplinary action taken if substantiated.

If a complainant experiences such behaviour then they should lodge another complaint with the relevant director or General Manager.

9. The three levels of complaint handling



Council aims to resolve complaints at the first level, 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 decision/s 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, for example).

11. Related documents

DRAFT	SMRC Complaint Handling Procedure
250.2016.1.1	SMRC Code of Conduct Policy
250.2016.67.1	SMRC Grievance Policy
250.2017.338.1	SMRC Public Interest Disclosure Policy
250.2016.195.1	SMRC Customer Service Charter
(Being Developed)	SMRC Managing unreasonable complainant conduct Policy.

Appendix 1 – Definitions

Competitive neutrality
This is based on the concept of the 'level playing field' for all competitors in a market, be they public or private sector competitors. The National Competition Policy requires that 'where councils compete in the market place they should do so on a basis that does not utilise their public position to gain an unfair advantage over a private sector competitor'. Council will comply with this policy at all times. For more information about the National Competition Policy see the Office of Local Government website.

Complainant
Person or organisation making the complaint.

Complaint
See page 4 of this policy for definition.

Complaint management system
All policies, procedures, practices, staff, hardware and software used by us in the management of complaints.

Corrupt conduct
This means any conduct which could affect the honest and impartial exercise of official functions, or may be in breach of trust, or may involve the misuse of any Council information by any Council official. Examples of corrupt conduct would include the inappropriate use of information or material gained in an official function, bribery, blackmail, offering secret commissions, forgery, etc.

Customer
A person offered a service by Council, including both internal and external customers.

Council
Includes all employees and Councillors of Snowy Monaro Regional Council.

Dispute
An unresolved complaint escalated either within or outside our organisation.

Feedback
Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our services and/or complaint handling where a response is not explicitly or implicitly expected or legally required.

Grievance
A clear, formal written statement by an individual staff member about another staff member or work related problem.

Maladministration
Is a failure to comply with proper procedures or the law and may involve action or inaction and inefficient, bad or improper administration. Examples would include failing to enforce development consent conditions, failing to act on complaints about unauthorised work or illegal activities, failing to comply with tendering processes or misusing secrecy provisions, etc.

Officer
Is an employee of Council, not an elected representative.

Pecuniary interest
A situation where a public official has a personal monetary interest in their official duties. For example, a Council employee making a decision about a development application for their own interests.

Policy
A statement or instruction that set out how Council should fulfil its 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.

Service request
This would include:

- requests for approval
- requests for action
- routine enquiries about Council's business
- requests for provision of services and assistance
- reports of failure to comply with laws regulated by Council
- requests for explanation of policies, procedures and decisions.

Policy

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Title of Policy	**SMRC Managing Unreasonable Complainant Conduct**		
Responsible Department	Which services this applies to (e.g. Roads)	**Document Register ID**	250.[document year].[document number].[document part]
Policy Owner	[checklist 25001 14 DD LAST VALUE]	**Review Date**	Date [document date1]
Date of Council Meeting	Date Approved [checklist 25002 10 DD LAST VALUE]	**Resolution Number**	Number [checklist 25002 11 DD LAST VALUE]
Legislation, Australian Standards, Code of Practice	Local Government Act 1993 (NSW) Public Interest Disclosures Act 1994 (NSW) Government Information (Public Access) Act 2009 (NSW) Privacy and Personal Information Protection Act 1998 (NSW) AS/NZS 10002:2014 – Guidelines for complaint handing in organisations Office of Local Government Practice Note 9 Complaints Management in Councils, July 2009 NSW Ombudsman – Effective complaint handling guidelines, 3rd Edition, February 2017 NSW Ombudsman – Complaint management framework and model policy, 2015 NSW Ombudsman – Investigating complaints – A manual for investigators, June 2004 NSW Ombudsman – Good conduct and administrative practice – Guidelines for state and local government, 3rd Edition, April 2017 NSW Ombudsman – Managing Unreasonable Complainant Conduct – a Model Policy and Procedure, May 2013 NSW Ombudsman – Managing unreasonable complainant conduct manual, June 2017		
Aim	This policy is to ensure that we handle complaints fairly, efficiently and effectively.		

1. INTRODUCTION

Snowy Monaro Regional Council is committed to being accessible and responsive to all complainants who approach our offices for assistance and/or with a complaint. At the same time the success of our offices depend on:

- our ability to do our work and perform our functions in the most effective and efficient ways possible;
- the health, safety and security of our staff; and
- our ability to allocate our resources fairly across all the complaints we receive.

When complainants behave unreasonably in their dealings with us, their conduct can significantly affect our success. As a result, Council will take proactive and decisive action to manage any complainant conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

2. OBJECTIVES

This policy has been developed to assist all staff members to better manage unreasonable complainant conduct ('UCC'). Its aim is to ensure that all staff:

- Feel confident and supported in taking action to manage UCC.
- Act fairly, consistently, honestly and appropriately when responding to UCC.
- Are aware of their roles and responsibilities in relation to the management of UCC and how this policy will be used.
- Understand the types of circumstances when it may be appropriate to manage UCC using one or more of the following mechanisms:
    - The strategies provided in the Guidelines and Practice Manuals issued by the NSW Ombudsman including the strategies to change or restrict a complainant's access to our services.
    - Alternative dispute resolution strategies to deal with conflicts involving complainants and members of our organisation.
    - Legal instruments such as trespass laws/legislation to prevent a complainant from coming onto our premises and orders to protect specific staff members from any actual or apprehended personal violence, intimidation or stalking.
- Have a clear understanding of the criteria that will be considered before we decide to change or restrict a complainant's access to our services.
- Are aware of the processes that will be followed to record and report UCC incidents as well as the procedures for consulting and notifying complainants about any proposed actions or decisions to change or restrict their access to our services.
- Are familiar with the procedures for reviewing decisions made under this policy, including specific timeframes for review.

3. DEFINING UNREASONABLE COMPLAINANT CONDUCT

Most complainants who come to our offices act reasonably and responsibly in their interactions with us, even when they are experiencing high levels of distress, frustration and anger about their complaint. However in a very small number of cases some complainants behave in ways that are inappropriate and unacceptable – despite our best efforts to help them. They are aggressive and verbally abusive towards our staff. They threaten harm and violence, bombard our offices with unnecessary and excessive phone calls and emails, make inappropriate demands on our time and our resources and refuse to accept our decisions and recommendations in relation to their complaints. When complainants behave in these ways we consider their conduct to be 'unreasonable'.

Unreasonable complainant conduct ('UCC') is any behaviour by a current or former complainant which, because of its nature or frequency raises substantial health, safety, resource or equity issues for our organisation, our staff, other service users and complainants or the complainant himself/herself.

UCC can be divided into the following five categories of conduct:

3.1 Unreasonable persistence

Unreasonable persistence is continued, incessant and unrelenting conduct by a complainant that has a disproportionate and unreasonable impact on our organisation, staff, services, time and/or resources.

3.2 Unreasonable demands

Unreasonable demands are any demands (express or implied) that are made by a complainant that have a disproportionate and unreasonable impact on our organisation, staff, services, time and/or resources.

3.3 Unreasonable lack of cooperation

Unreasonable lack of cooperation is an unwillingness and/or inability by a complainant to cooperate with our organisation, staff, or complaints system and processes that result in a disproportionate and unreasonable use of our services, time and/or resources.

3.4 Unreasonable arguments

Unreasonable arguments include any arguments that are not based in reason or logic, that are incomprehensible, false or inflammatory, trivial or delirious and that disproportionately and unreasonably impact upon our organisation, staff, services, time, and/or resources.

3.5 Unreasonable behaviour

Unreasonable behaviour is conduct that is unreasonable in all circumstances – regardless of how stressed, angry or frustrated that a complainant is – because it unreasonably compromises the health, safety and security of our staff, other service users or the complainant himself/herself.

Council has a zero tolerance policy towards any harm, abuse or threats directed towards its staff. Any conduct of this kind will be dealt with under this policy and in accordance with our duty of care and workplace health and safety responsibilities.

4. ROLES AND RESPONSIBILITIES

4.1 General Manager

The General Manager, in consultation with relevant staff, has the responsibility and authority to change or restrict a complainant's access to our services in the circumstances identified in this policy. When doing so they will take into account the following criteria:

- Whether the conduct in question involved overt anger, aggression, violence or assault (which is unacceptable in all circumstances).
- Whether the complainant's case has merit.
- The likelihood that the complainant will modify their unreasonable conduct if they are given a formal warning about their conduct.
- Whether changing or restricting access to our services will be effective in managing the complainant's behaviour.
- Whether changing or restricting access to our services will affect the complainant's ability to meet their obligations, such as reporting obligations.
- Whether changing or restricting access to our services will have an undue impact on the complainant's welfare, livelihood or dependents etc.
- Whether the complainant's personal circumstances have contributed to the behaviour? For example, the complainant is a vulnerable person who is under significant stress as a result of one or more of the following:
  - homelessness
  - physical disability
  - illiteracy or other language or communication barrier
  - mental or other illness
  - personal crises
  - substance or alcohol abuse.
- Whether the complainant's response/ conduct in the circumstances was moderately disproportionate, grossly disproportionate or not at all disproportionate.
- Whether there any statutory provisions that would limit the types of limitations that can be put on the complainant's contact/access to our services.

and will aim to impose any service changes/restrictions in the least restrictive ways possible. Their aim, when taking such actions will not be to punish the complainant, but rather to manage the impacts of their conduct.

When applying this policy the General Manager will also aim to keep at least one open line of communication with a complainant. However, we do recognise that in extreme situations all forms of contact may need to be restricted for some time to ensure the health and safety and security of our staff and/or third parties.

The General Manager is also responsible for recording, monitoring and reviewing all cases where this policy is applied to ensure consistency, transparency and accountability for the application of this policy. They will also manage and keep a file record of all cases where this policy is applied.

4.2 Directors and Managers

All Directors and Managers are responsible for supporting staff to apply the strategies in this Policy and associated Procedures. Senior managers are also responsible for ensuring compliance with the

procedures identified in this policy and ensuring that all staff members are trained to deal with UCC – including on induction.

Following a UCC and/or stressful interaction with a complainant, senior managers are responsible for providing affected staff members with the opportunity to debrief and vent their concerns either formally or informally. Senior managers will also ensure that staff are provided with proper support and assistance including medical and/or police assistance and support through programs such as Employee Assistance Program (EAP), if necessary.

4.3 All staff

All staff are responsible for familiarising themselves with this Policy together with the associated supporting Procedures. Staff are also encouraged to explain the contents of this document to all complainants particularly those who engage in UCC or exhibit the early warning signs for UCC.

Staff are also encouraged and authorised to use the strategies and scripts developed by the NSW Ombudsman to manage UCC.

However, it must be emphasised that any strategies that effectively change or restrict a complainant's access to our services may only be implemented by the General Manager.

Staff are also responsible for recording and reporting all UCC incidents they experience or witness (as appropriate) to the Group Manager Governance within 24 hours of the incident occurring.

5. RESPONDING TO AND MANAGING UCC

Depending on the particular circumstances, UCC incidents will generally be managed by limiting or adapting the ways that we interact with and/or deliver services to complainants by restricting:

- **Who they have contact with** – e.g. limiting a complainant to a sole contact person/staff member in our organisation.
- **What they can raise with us** – e.g. restricting the subject matter of communications that we will consider and respond to.
- **When they can have contact** – e.g. limiting a complainant's contact with our organisation to a particular time, day, or length of time, or curbing the frequency of their contact with us.
- **Where they can make contact** – e.g. limiting the locations where we will conduct face-to-face interviews to secured facilities or areas of the office.
- **How they can make contact** – e.g. limiting or modifying the forms of contact that the complainant can have with us. This can include modifying or limiting face-to-face interviews, telephone and written communications, prohibiting access to our premises, contact through a representative only, taking no further action or terminating our services altogether.

When using the restrictions provided in this section we recognise that discretion will need to be used to adapt them to suit a complainant's personal circumstances, level of competency, literacy skills, etc. In this regard, we also recognise that more than one strategy may need to be used in individual cases to ensure their appropriateness and efficacy.

Alternatively, the General Manager may consider using alternative dispute resolution strategies ('ADR') such as mediation and conciliation to resolve the conflict with the complainant and attempt to rebuild our relationship with them. If ADR is considered to be an appropriate option in a particular case, the ADR will be conducted by an independent third party to ensure transparency and impartiality.

However, we recognise that in UCC situations, ADR may not be an appropriate or effective strategy particularly if the complainant is uncooperative or resistant to compromise. Therefore, each case will be assessed on its own facts to determine the appropriateness of this approach.

6. RELATED DOCUMENTS

DRAFT	SMRC Complaint Handing Policy
DRAFT	SMRC Complaint Handling Procedure
DRAFT	SMRC Managing Unreasonable Complainant Conduct Procedure
250.2016.1.1	SMRC Code of Conduct Policy
250.2016.67.1	SMRC Grievance Policy
250.2017.338.1	SMRC Public Interest Disclosure Policy
250.2016.195.1	SMRC Customer Service Charter

16.6 RECRUITMENT OF EXECUTIVE OFFICER POSITION

Record No:

Responsible Officer:	General Manager
Key Direction:	7. Providing Effective Civic Leadership and Citizen Participation
Delivery Plan Strategy:	DP7.3.1.1 Council employs a multi-skilled workforce and encourages staff to take ownership of service delivery in a responsible and efficient manner
Operational Plan Action:	OP7.23 Ensure Council attracts, retains and develops a capable workforce that delivers positive outcomes.
Attachments:	1. Executive Officer - Position Description ⇩
Cost Centre	Executive Office

EXECUTIVE SUMMARY

The purpose of this report is to provide information in accordance with Council resolution 148/14 of 19 April 2018.

G. *Amend the structure to include provision for a Deputy General Manager and receive a report back to Council on the position of Deputy General Manager for a period of 12 months, with the opportunity to explore succession planning options for the appointment of the General Manager's position in 2019.*

The position of Deputy General Manager was proposed in order to take on Executive administrative work for the General Manager to allow the General Manager to focus on and expedite the strategic aspects of Council's operations. It is recommended the position title be amended to Executive Officer to reflect contemporary positions in Local Government.

The following officer's recommendation is submitted for Council's consideration.

OFFICER'S RECOMMENDATION

That Council :

A. Receive and note the report
B. Approve the position title change to Executive Officer
C. Approve the recruitment and appointment of the temporary position for a period of 12 months
D. Approve the allocation of resources towards the employment of the position in accordance with 332 (1) (c) of the Local Government Act 1993.

BACKGROUND

During research of similar positions the position of Executive Officer was found to align more accurately with Council's needs. It is recommended that Council approve a title change from Deputy General Manager to Executive Officer to reflect contemporary practice.

The role of the Executive Officer is summarised as follows:

The primary key accountability is to provide support to the General Manager in carrying out the delegated responsibilities of the position. The complete range of key accountabilities and requirements are detailed within the attached position description.

The Executive Officer provides a range of high level executive and project support services to the General Manager and Executive including providing strategic advice, managing communications and implementing strategies to support the achievement of the organisation's strategic and operational objectives.

The remuneration for the role will be commensurate with Group Manager level staff positions and be offered on a temporary full time 12 month basis.

On approval, Council will notify the various Unions of the amendment to the structure in accordance with Award requirements.

QUADRUPLE BOTTOM LINE REPORTING

1. Social

Human resource management aims to maintain effective personnel management systems that ensure the organisation is sustainable. Demonstrable human resource management will enhance Council's reputation in the public domain and be seen to be an Employer of Choice.

2. Environmental

Maintaining risk management frameworks will ensure that principles of sustainability, safety and protection are considered when providing advice and support to business units.

3. Economic

The remuneration for the Executive Officer is at Grade 14 with a salary range of $120,582 to $135,660 per annum.

4. Civic Leadership

Council is required to meet legislative requirements including those under; the Local Government Act 1993 (**The Act**) and Local Government (State) Award 2017 (**The Award**).

Role Description
Executive Officer

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Position Title	Executive Officer
Directorate	Executive Office
Responsible to	General Manager
Direct Reports	Nil
Staff No.	Nil
Budget/Expenditure	Nil
Date reviewed: June 2018	Reviewers: People and Culture and General Manager

Primary purpose of the role

The Executive Officer provides a range of high level executive and project support services to the General Manager including providing strategic advice, managing communications and implementing strategies to support the achievement of the organisation's strategic and operational objectives.

As a member of the Executive team, the Executive Officer must promote and exemplify Council's vision as "A Trusted Community Partner", and the values which support this:

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Key accountabilities

1. Provide support to the General Manager in carrying out the delegated responsibilities of the position
2. Prepare, manage and review the provision of high level communications and correspondence including briefings, reports, submissions and notes to ensure the comprehensiveness, accuracy, and timeliness of written information
3. Act as the Executive point of contact, liaise with stakeholders and action requests to coordinate communication and proactively ensure responses meet deadlines
4. Implement, monitor and report on strategic, operational and project plans to inform decision making and support achievement of organisational objectives
5. Research and prepare strategic advice, information and reports on diverse and complex policy, planning and operational matters to facilitate informed decision making and planning
6. Provide issues management and support, responding to emerging issues to ensure effective resolution with minimal risk to the organisation
7. Lead and/or contribute to projects to support the achievement of organisation level strategic and operational objectives
8. Work in partnership with Directorates across the organisation to achieve whole of organisation outcomes.
9. Facilitate consultation, performance feedback and collaboration with key stakeholders to enhance service quality, accessibility and responsiveness.

Key challenges

- Anticipating and addressing contentious issues, including complaints management and providing accurate advice on complex issues and legislation, often within tight timeframes, given the need to collect and assimilate information from a variety of different sources whilst maintaining confidentiality and exercising diplomacy
- Managing the expectations of a diverse stakeholder groups within the organisation and in the public domain

Key relationships

Who	Why
Internal	
General Manager	• Provide expert advice and contribute to decision making; identify emerging issues/risks and their implications and propose solutions; receive advice and report on progress towards business objectives and discuss future directions • Provide executive level stakeholder management and support • Communicate information related to performance against operational requirements
Directors and Executive Manager	• This position works closely with the Executive Leadership Team and Leadership Group and will contribute to; strategic decision making, ensure strategic direction is maintained, prioritised and delivery plans are implemented on time and within budget.

Who	Why
External	
Councillors	• As required, foster collaborative relationships and partnerships with Mayor and Councillors to advance community interests and act for the General Manager when required
Community / Industry / Client Stakeholders	• As required, facilitate relationships with key client/community and/or industry stakeholders to ensure that programs and services meet current and evolving needs and expected service delivery standards

Essential requirements

- Relevant tertiary qualifications or equivalent senior management experience
- Highly advanced verbal and communication skills
- Proven ability to analyse information, prepare reports and present organisational benefits for sound decision-making.
- Demonstrated understanding of or experience in local government

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

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NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	**Display Resilience and Courage**	**Advanced**
	Act with Integrity	**Highly Advanced**
	Manage Self	Advanced
	Value Diversity	Adept
Relationships	**Communicate Effectively**	**Highly Advanced**
	Commit to Customer Service	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	**Highly Advanced**
Results	**Deliver Results**	**Highly Advanced**
	Plan and Prioritise	Advanced
	Think and Solve Problems	**Highly Advanced**
	Demonstrate Accountability	Highly Advanced
Business Enablers	**Finance**	**Highly Advanced**
	Technology	Advanced
	Procurement and Contract Management	Advanced
	Project Management	**Highly Advanced**
People Management	Manage and Develop People	Advanced
	Inspire Direction and Purpose	**Highly Advanced**
	Optimise Business Outcomes	Advanced
	Manage Reform and Change	**Highly Advanced**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Advanced	• Stay calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in the face of strong, contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues
Personal Attributes Act with Integrity	Highly Advanced	• Champion and act as an advocate for the highest standards of ethical and professional behaviour • Drive a culture of integrity and professionalism across the organisation, and in dealings cross-government, cross-jurisdiction and outside of government • Define, communicate and evaluate ethical practices, standards and systems and reinforce their use • Create and promote a climate in which staff feel able to report apparent breaches of rules, policies and guidelines and act promptly and visibly in response to such reports
Relationships Communicate Effectively	Highly Advanced	• Articulate complex concepts and put forward compelling arguments and rationales to all levels and types of audiences • Speak in a highly articulate and influential manner • State the facts and explain their implications for the organisation and key stakeholders • Promote the organisation's position with authority and credibility cross-government, cross-jurisdictionally and outside of government • Actively listen, and identify ways to ensure all have an opportunity to contribute • Anticipate and address key areas of interest for the audience and adapt style under pressure
Relationships Influence and Negotiate	Highly Advanced	• Engage in a range of approaches to generate solutions, seeking expert inputs and advice to inform negotiating strategy • Use sound arguments, strong evidence, and expert opinion to influence outcomes • Determine and communicate the organisation's position and bargaining strategy • Represent the organisation in critical negotiations, including those that are cross-jurisdictional, achieving effective solutions in challenging relationships, ambiguous and conflicting positions • Pre-empt and avoid conflict across organisations and with senior internal and external stakeholders • Identify contentious issues, direct discussion and debate, and steer parties towards an effective resolution
Results	Highly Advanced	• Create a culture of achievement, fostering on-time and on-budget quality outcomes in the organisation

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Deliver Results		• Identify, recognise and celebrate success • Establish systems to ensure all staff are able to identify direct connection between their effort and organisational outcomes • Identify and remove potential barriers or hurdles to ongoing and long term achievement of outcomes • Initiate and communicate high level priorities for the organisation to achieve government outcomes • Use own professional knowledge and expertise of others to drive organisational and government objectives forward
Results Think and Solve Problems	Highly Advanced	• Establish and promote a culture which encourages initiative and emphasises the value of continuous improvement • Engage in high-level critical analysis of a wide range of complex information and formulate effective responses to critical policy issues • Identify and evaluate organisation-wide implications when considering proposed solutions to issues • Apply lateral thinking and develop innovative solutions that have long standing, organisation wide impact • Ensure effective governance systems are in place to guarantee quality analysis, research and reform
Business Enablers Finance	Highly Advanced	• Apply strategic management of financial and budgetary compliance and governance responsibilities within the organisation • Define organisational directions and set priorities and business plans with reference to key financial indicators • Anticipate operational and capital needs, and identify the most appropriate financing and funding strategies to meet them, through direct provision or purchase of services • Ensure that the organisation informs strategic decisions with appropriate advice from finance professionals • Establish effective governance to ensure the ethical and honest use of financial resources across the organisation • Actively pursue financial risk minimisation strategies, plans and outcomes for the organisation
Business Enablers Project Management	Highly Advanced	• Implement effective governance processes for acceptance of projects based on sound business cases • Use historical, political and broader context to inform project directions and mitigate risk • Obtain the commitment of key stakeholders to major project strategies, including cross-organisational initiatives, and ensure ongoing communication • Ensure that project risks are managed effectively and appropriate strategies are in place to respond to variance

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Implement systems for monitoring and evaluating effective management, expenditure of project budgets and resources, to achieve organisational goals
People Management Inspire Direction and Purpose	Highly Advanced	• Champion the organisational vision and strategy, and communicate the way forward • Create a culture of confidence and trust in future direction • Generate enthusiasm and commitment to goals and cascade understanding throughout the organisation • Communicate the parameters and expectations surrounding organisational strategies • Celebrate organisational success and high performance and engage in activities to maintain morale
People Management Manage Reform and Change	Highly Advanced	• Drive a continuous improvement agenda, define high level objectives and translate these into practical implementation strategies • Build staff support and commitment to announced change, and plan and prepare for long-term organisational change, with a focus on the wider political, social and environmental context • Create an organisational culture that actively seeks opportunities to improve • Anticipate, plan for and address cultural barriers to change at the organisational level

18.1 NOTICE OF MOTION CR OLD - JINDABYNE POOL RENAMING

Record No:

Responsible Officer:	General Manager
Author:	Councillor Brian Old
Attachments:	Nil

Councillor Brian Old has given notice that at the Ordinary Meeting of Council on 21 June 2018, he will move the following motion.

MOTION

That the Jindabyne Pool be named Judy Cummins Memorial Pool.

BACKGROUND

Clause 9. 1 of Council's Code of Meeting Practice provides as follows:

9.1 Notices of Motion

(1) The deadline for lodging notices of motion in writing for inclusion on the business paper for consideration at any meeting of the Council, shall be eleven (11) days prior to the meeting.

(2) A councillor must give notice of business in writing no later than 4.00pm on the Tuesday that follows the ordinary meeting of council.

(3) At an Ordinary meeting Councillors may give notice of motions in writing to be listed as matters on the business paper for the next Ordinary meeting of Council.

(4) The rules applying to the content of Questions also apply to the content of Notices of Motion.

(5) Councillors are to ensure, where it is intended that staff be asked to carry out some specific defined action, that a Notice of Motion is written in such a way that, if carried, the motion carries such clear and unambiguous direction.

18.2 NOTICE OF MOTION CR MINERS - CHANGES TO TRAFFIC CONDITIONS.

Record No:

Responsible Officer:	General Manager
Author:	Deputy Mayor Lynley Miners
Attachments:	Nil

Councillor Lynley Miners has given notice that at the Ordinary Meeting of Council on 21 June 2018, he will move the following motion.

MOTION

That Council provide full support for the following idea to be raised at the Local Traffic Committee for a submission to be made to the RMS to:

A. Reduce the speed limit in Adaminaby from 80km/hr to 60km/hr, and

B. Reduce the speed limit at Nimmitabel from 60km/hr to 50km/hr, and

C. Changes be made to the Kosciuszko Rd and East Jindabyne intersection

for the safety of these communities.

BACKGROUND

Clause 9. 1 of Council's Code of Meeting Practice provides as follows:

9.1 Notices of Motion

(1) The deadline for lodging notices of motion in writing for inclusion on the business paper for consideration at any meeting of the Council, shall be eleven (11) days prior to the meeting.

(2) A councillor must give notice of business in writing no later than 4.00pm on the Tuesday that follows the ordinary meeting of council.

(3) At an Ordinary meeting Councillors may give notice of motions in writing to be listed as matters on the business paper for the next Ordinary meeting of Council.

(4) The rules applying to the content of Questions also apply to the content of Notices of Motion.

(5) Councillors are to ensure, where it is intended that staff be asked to carry out some specific defined action, that a Notice of Motion is written in such a way that, if carried, the motion carries such clear and unambiguous direction.

22. CONFIDENTIAL MATTERS

In accordance with Section 10A(2) of the Local Government Act 1993, Council can exclude members of the public from the meeting and go into Closed Session to consider confidential matters, if those matters involve:

(a) personnel matters concerning particular individuals; or
(b) the personal hardship of any resident or ratepayer; or
(c) information that would, if disclosed, confer a commercial advantage on a person with whom the council is conducting (or proposes to conduct) business; or
(d) commercial information of a confidential nature that would, if disclosed;
  (i) prejudice the commercial position of the person who supplied it, or
  (ii) confer a commercial advantage on a competitor of the council, or
  (iii) reveal a trade secret,
(e) information that would, if disclosed, prejudice the maintenance of law; or
(f) matters affecting the security of the council, councillors, council staff or council property; or
(g) advice concerning litigation, or advice that would otherwise be privileged from production in legal proceedings on the ground of legal professional privilege or information concerning the nature and location of a place; or
(h) an item of Aboriginal significance on community land.

and Council considers that the closure of that part of the meeting for the receipt or discussion of the nominated items or information relating thereto is necessary to preserve the relevant confidentiality, privilege or security of such information, and discussion of the material in open session would be contrary to the public interest.

In accordance with Section 10A(4) of the Local Government Act 1993 the Chairperson will invite members of the public to make verbal representations to the Council on whether the meeting should be closed to consider confidential matters.

RECOMMENDATION

1. THAT pursuant to Section 10A subsections 2 & 3 and Section 10B of the Local Government Act, 1993 (as amended) the following items on the agenda for the Ordinary Council meeting be dealt with in Closed Session for the reasons specified below:

22.1 Therry Street Development

Item 22.1 is confidential in accordance with s10(A)(2)(di) of the Local Government Act because it contains commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it and discussion of the matter in an open meeting would be, on balance, contrary to the public interest.

22.2 Recruitment of the General Manager's Position

Item 22.2 is confidential in accordance with s10(A)(2)(a) of the Local Government Act because it contains personnel matters concerning particular individuals (other than councillors) and discussion of the matter in an open meeting would be, on balance, contrary to the public interest.

22.3 Council Property - Town View, Waterworks Hill, Bombala

Item 22.3 is confidential in accordance with s10(A)(2)(di) of the Local Government Act because it contains commercial information of a confidential nature that would, if disclosed prejudice the commercial position of the person who supplied it and discussion of the matter in an open meeting would be, on balance, contrary to the public interest.

22.4 Report on Burra Road and Bridge Over Burra Creek

Item 22.4 is confidential in accordance with s10(A)(2)(a) of the Local Government Act because it contains personnel matters concerning particular individuals (other than

councillors) and discussion of the matter in an open meeting would be, on balance, contrary to the public interest.

22.5 Request to Purchase Council Land in Percy Harris Street Leesville

Item 22.5 is confidential in accordance with s10(A)(2)(dii) of the Local Government Act because it contains information that would, if disclosed, confer a commercial advantage on a competitor of the council and discussion of the matter in an open meeting would be, on balance, contrary to the public interest.

2. The press and public be excluded from the proceedings of the Council in Closed Session on the basis that these items are considered to be of a confidential nature.

3. That the Minutes and Business Papers including any reports, correspondence, documentation or information relating to such matter be treated as confidential and be withheld from access by the press and public, until such time as the Council resolves that the reason for confidentiality has passed or become irrelevant.

4. That the resolutions made by the Council in Closed Session be recorded in the Minutes of the Council Meeting.

5. That upon this recommendation being moved and seconded, the Chairperson invite representations from the public as to whether this part of the meeting should be closed to consider the nominated item.