



SNOWY MONARO
REGIONAL COUNCIL

BUSINESS PAPER

Administrator Delegations Meeting
7 November 2016

CONFLICTS OF INTEREST

A conflict of interest arises when the Administrator 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 Administrator or staff member who considers they may have a conflict of interest should read Council Policy.

The responsibility of determining whether or not the Administrator 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 Administrator 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 Administrator, 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 Administrator 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 Administrator 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 Owners of Land

Council wishes to show our respect to the First Custodians of this land the Ngarigo people and their Ancestors past and present who pass on this duty of custodianship of the land to us the current custodians. We are proud to be Australian and celebrate the diverse backgrounds and cultures that make up our Nation – our Land.

**ADMINISTRATOR DELEGATIONS MEETING
TO BE HELD IN HEAD OFFICE, 81 COMMISSIONER STREET, COOMA NSW 2630**

**ON MONDAY 7 NOVEMBER 2016
COMMENCING AT 9.30AM**

BUSINESS PAPER

- 1. OPENING OF THE MEETING**
- 2. DECLARATIONS OF PECUNIARY INTERESTS/CONFLICT OF INTEREST**
(Declarations also to be made prior to discussions on each item)
- 3. CORPORATE BUSINESS - KEY DIRECTION 1. SUSTAINING OUR ENVIRONMENT FOR LIFE**
 - 3.1 Purchase of weed mapping software to ensure Council meets its Biosecurity Information System requirements 3
- 4. CORPORATE BUSINESS - KEY DIRECTION 2. EXPANDING CONNECTIONS WITHIN THE REGION AND BEYOND**
 - 4.1 Proposal to Licence BP Australia and Centrel Pty Ltd to Traverse Lot 6 DP 882988 and Lot 2 DP 529023 for Egress from the BP Service Station in Jindabyne 5
- 5. CORPORATE BUSINESS - KEY DIRECTION 3. STRENGTHENING OUR LOCAL ECONOMY**

Nil
- 6. CORPORATE BUSINESS - KEY DIRECTION 4. CREATING SAFER, HEALTHIER AND THRIVING COMMUNITY**
 - 6.1 Sponsorship of Awards for Local Schools End of Year Presentations 8
- 7. CORPORATE BUSINESS - KEY DIRECTION 5. ENHANCING OUR HEALTHY, ACTIVE LIFESTYLE**
 - 7.1 Swimming Lessons for Berridale Outdoor Swimming Pool 13
- 8. CORPORATE BUSINESS - KEY DIRECTION 6. MANAGING DEVELOPMENT AND SERVICE DELIVERY TO RETAIN THE THINGS WE VALUE**

Nil
- 9. CORPORATE BUSINESS - KEY DIRECTION 7. PROVIDING EFFECTIVE CIVIC LEADERSHIP AND CITIZEN PARTICIPATION**
 - 9.1 Endorsement of Customer Service Charter Public Exhibition 16
- 10. ADMINISTRATOR'S REPORT (IF ANY)**

Nil

11. CONFIDENTIAL MATTERS

Nil

3.1 PURCHASE OF WEED MAPPING SOFTWARE TO ENSURE COUNCIL MEETS ITS BIOSECURITY INFORMATION SYSTEM REQUIREMENTS

Record No:

Responsible Officer:	Director Service Planning
Author:	Noxious Weeds Officer
Key Direction:	1. Sustaining Our Environment for Life
Delivery Plan Strategy:	DP1.5 Continue to control and promote the eradication of Noxious Weeds and invasive species on Rural and Urbane Lands within the Snowy River Shire through education, inspections and enforcement.
Operational Plan Action:	OP1.14 Provide a Vegetation Management Program/Unit that achieves Regional Weed Strategies and statutory requirements. Administrator Delegation at its meeting on 07 October 2016 resolved that the matter be deferred to the meeting to be held on 11 November 2016.
Attachments:	Nil
Cost Centre	WO761.20.638
Project	Weed mapping software upgrade
Further Operational Plan Actions:	N/A

EXECUTIVE SUMMARY

To update Council on the purchase of weed mapping software necessary to meet its Biosecurity Information System requirements as directed by NSW Department of Primary Industries.

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

OFFICER'S RECOMMENDATION

That Council notes the purchase of weed mapping software (Chartis Technology) that meets its Statewide Biosecurity Information System requirements

BACKGROUND

Councils throughout NSW are required to adopt a weed mapping system with the capacity to upload noxious weed data to the NSW Biosecurity Information System (BIS). Councils were required to have made substantial progress towards meeting this objective by 5 August 2016.

The three branches were previously operating under two separate software systems; one of which is no longer supported and neither of which have the capacity to meet Council's BIS requirements.

Quotes have been obtained for two market leading software systems which will meet Council's BIS requirements. Chartis provides the most cost-effective solution.

3.1 PURCHASE OF WEED MAPPING SOFTWARE TO ENSURE COUNCIL MEETS ITS BIOSECURITY INFORMATION SYSTEM REQUIREMENTS

Funding is available for the purchase through unexpended annual software licenses.

The Chartis software provides Council with a long-term weed mapping solution which is compatible with either the Civica or TechOne corporate system.

This software solution will also provide all Council weeds staff with consistent GPS mapping capabilities to conduct inspections across former Council boundaries, enabling increased efficiencies.

QUADRUPLE BOTTOM LINE REPORTING

1. Social

No adverse impacts on the community.

2. Environmental

No adverse impact on the environment. System upgrade is essential to enable Council to meet its long-term requirements in relation to Noxious Weed control.

3. Economic

Purchase of this product is funded by existing budgets of the three former Councils. The quotations received were assessed with the long-term and on-going operating impacts in mind, with the recommendation being for the solution that provided the better long-term result.

The two products on the market are as follows:

Chartis software purchase - \$13,300 ex GST

Annual license fee - \$1,500 if Council adopts Intramaps. \$3,000 if we not adopt Intramaps.
This quote is irrespective of the number of users.

WeedMap Pro purchase - \$11,980 ex GST

Annual license fee - \$2,352 ex GST per user (\$196 per monthly instalment). We have 8 weeds officers across the Council area = \$18,816 per annum

Our current mapping systems (neither of which now meets our State Govt reporting requirements) attract license fees of \$2,800 for each of the Cooma and Bombala branches and \$8,000 for the Berridale branch, with a combined annual fee of \$13,600. These fees are budgeted for, which will pay for the initial purchase of the software. If Council proceeds with the purchase of Chartis, it will save in excess of \$10,000 per annum in license fees.

4. Civic Leadership

Purchase of the product will ensure that Council meets its Biosecurity Information System requirements as directed by NSW Department of Primary Industries. The preferred product provides a more efficient long-term solution, and is compatible with both Civica and Tech one corporate systems.

Determination by Administrator

Approved by Administrator Dean Lynch in accordance with *Section 226 dot point one (1) or two (2) of the Local Government Act 1993.*

Signature:

Date:

4.1 PROPOSAL TO LICENCE BP AUSTRALIA AND CENTREL PTY LTD TO TRAVERSE LOT 6 DP 882988 AND LOT 2 DP 529023 FOR EGRESS FROM THE BP SERVICE STATION IN JINDABYNE

Record No:

Responsible Officer:	Director Service Delivery
Author:	Property Officer
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. Tanker Egress from BP Service Station in Jindabyne ↓ Cost Centre 1610 – Parks and Gardens
Project	There is no identified project.
Further Operational Plan Actions:	

EXECUTIVE SUMMARY

In order to provide a controlled environment for the egress of fuel tankers from the BP Service Station in Jindabyne, Council and Snowy Hydro have negotiated the terms of a licence agreement which permits fuel tankers to exit the BP Service Station at the rear of the building, traversing lot 6 DP 882988 and lot 2 DP 529023 which are owned by Snowy Hydro and administered by Council under the terms of a Head Lease for the Jindabyne lake foreshore.

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

OFFICER'S RECOMMENDATION

That Council

- A. Approve the Licence Agreement between Snowy Hydro, Council, BP Australia Pty Limited and Centrel Pty Limited to facilitate the egress by fuel tankers over Lot 6 DP 882988 and Lot 2 DP 529023.
- B. Authorise the General Manager to execute the Licence Agreement on behalf of Council.

BACKGROUND

In response to a complaint from a resident of Rydges Horizon Resort in Jindabyne, Council's RCU Officer carried out an inspection of the property operated as the BP Service Station in Jindabyne.

Fuel tankers leaving the BP Service Station in Jindabyne were egressing the property behind the service station, crossing lot 6 DP 882988 and Lot 2 DP 529023 to reach the main highway. Both lots are owned by Snowy Hydro and leased to Council under the terms of a Head Lease for the care and control of the Jindabyne lake foreshore.

The complainant was primarily concerned about vehicles entering the service station at the rear of the building and the glare of the headlights at night impacting on his lifestyle.

4.1 PROPOSAL TO LICENCE BP AUSTRALIA AND CENTREL PTY LTD TO TRAVERSE LOT 6 DP 882988 AND LOT 2 DP 529023
FOR EGRESS FROM THE BP SERVICE STATION IN JINDABYNE

Negotiations with Snowy Hydro Limited, BP Australia Pty Ltd, Centrel Pty Limited and Council have now agreed on the terms of a Licence permitting BP and Centrel (joint operators of the retail fuel selling business) tankers to egress the service station across lots 6 and 2 to enter MR 286 at the Kalkite Street roundabout. Neither tankers nor vehicles are permitted to enter the site via the rear of the building. At present tankers approaching from the east proceed to the Barry Way roundabout and turn back to enter the service station off MR 286.

The necessity for this Agreement arose because the tankers do not have sufficient height to pass under the awning at the BP service station in order to exit from the service station directly onto MR 286.

All parties to the Agreement have agreed on the terms set out therein and it is proposed to seek a Council resolution to execute the Agreement.

QUADRUPLE BOTTOM LINE REPORTING

1. Social

The legal Agreement between BP, Centrel, Snowy Hydro and Council will provide an agreed framework for the tankers to exit the BP service station with empty tanks. The terms of the Agreement will ensure that the public safety is protected and that the business can continue to operate efficiently.

2. Environmental

The terms of the Licence Agreement sets specific requirements to ensure the protection of the environment and particularly the lake foreshore.

3. Economic

The licence fee is \$1,000pa which will be a welcome injection of funds into the cost centre for maintenance, care and control of the Jindabyne lake foreshore.

4. Civic Leadership

It is Council's responsibility to administer the Jindabyne lake foreshore under the terms of the Head Lease. Through the terms of a Licence Agreement Council will ensure that Council and Snowy Hydro are indemnified against any claims should an incident occur.

The terms of the licence provide Council, Snowy Hydro and the public with some assurance with respect to protection of the environment and the public safety.

Determination by Administrator

Approved by Administrator Dean Lynch in accordance with *Section 226 dot point one (1) or two (2) of the Local Government Act 1993*.

Signature:

Date:



Egress around the back of the BP Service Station
Lot 19 DP219584, Jindabyne

 Egress



Cadastre supplied 2016, imagery 2011 Land and Property Information, Bathurst
Scale 1:1000 @A4 (Prepared by J. Clarke 31 October 2016)

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6.1 SPONSORSHIP OF AWARDS FOR LOCAL SCHOOLS END OF YEAR PRESENTATIONS

Record No:

Responsible Officer:	Acting Executive Assistant
Author:	Acting Executive Assistant
Key Direction:	4. Creating a Safer, Healthier and Thriving Community
Delivery Plan Strategy:	DP4.2 Support activities, events and celebrations that promote cultural diversity and inclusiveness.
Operational Plan Action:	OP4.10 Promote and provide operational assistance to enhance and encourage events and tourism.
Attachments:	NilCost Centre 3020 - 63161 Organisational Donations Schools Project
Further Operational Plan Actions:	

EXECUTIVE SUMMARY

Council has received requests from many local schools for a donation towards their respective Awards Nights.

The schools within the former Cooma Monaro Council and Bombala Council areas have approval by the former Councils and budget for schools in the former Council area for end of year presentation awards.

The Former Snowy River Shire has the budget for such donations and had not yet formally approved this yearly sponsorship donation. This report seeks confirmation of the annual donation for schools formerly receiving donations from SRSC.

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

OFFICER'S RECOMMENDATION

That Council

A. Approve the donations totalling \$1,200 to the schools in the Former Snowy River Shire Council as listed below:

I. Adaminaby Public School	\$150
II. Berridale Public School	\$150
III. Dalgety Public School	\$150
IV. Jindabyne Central School	\$150
V. Monaro High School	\$150
VI. Snowy Mountains Christian School	\$150
VII. Snowy Mountains Grammar School	\$150
VIII. St Patrick's Parish School	\$150

B. To consider the 2017/2018 Financial year budget for Snowy Monaro Regional Council for End

of Year Award Presentations with either Option 1 or Option 2 as per below:

Option 1: Donate \$100 to each school **total \$2,000**

Option 2:

Please note that Jindabyne Central School and St Patrick's Parish School should be classed as a Secondary School due to having combined primary and secondary.

Donate \$80 to primary schools total \$1,280

Donate \$150 to Secondary Schools total \$ 750 **total \$2,030**

BACKGROUND

In previous years the Former Councils sponsored schools in the area for awards at presentation night. With the newly merged Council these can be combined under the one budget for the 2017/2018 financial year.

The schools within the former Cooma Monaro Council and Bombala Council areas have approval by the former Councils and budget for schools in the former Council area for end of year presentation awards.

The Former Snowy River Shire has the budget for such donations and had not yet formally approved this yearly sponsorship donation. This report seeks confirmation of the annual donation for schools formerly receiving donations from SRSC.

QUADRUPLE BOTTOM LINE REPORTING

1. Social

Council's policy GOV 011 seeks to recognise Council's role in supporting community and cultural development. The policy's current stated objectives are to have:

- a. a strong sense of community throughout the Shire
- b. a community that has the capacity to meet its own needs
- c. a community environment that encourages cultural and artistic expression

Council does not consider any applications or requests submitted that have been specifically intended for corporate organisations.

2. Environmental

No environmental impacts are expected although if any donation requests require development consent or other such type of approval, mitigation of any environmental impacts will be dealt with through that process.

3. Economic

The Former Bombala Council donated to:

Bombala Public School	\$ 50
Delegate Public School	\$ 50
St Joseph's Primary School	\$ 50
Bombala High School	\$100
TOTAL:	\$250

The Former Cooma Monaro Donated to:

Bredbo Public School	\$ 70
Cooma North Primary School	\$ 70
Cooma Primary School	\$ 70
Jerangle Public School	\$ 70
Michelago Primary School	\$ 70
Monaro High School	\$110
Nimmitabel Public School	\$ 70
Numeralla Public School	\$ 70
Snowy Mountains Christian School	\$ 70
St Patricks Parish (Primary) School	\$ 70
St Patricks Parish (Secondary) School	\$110
TOTAL	\$850

The former Snowy River Shire Council donated to:

Adaminaby Public School	\$150
Berridale Public School	\$150
Dalgety Public School	\$150
Jindabyne Central School	\$150
Monaro High School	\$150
Snowy Mountains Christian School	\$150
Snowy Mountains Grammar School	\$150
St Patrick's Parish School	\$150
TOTAL	\$1,200

Donations School – 63161 - Budget	Amount Spent	Amount Available	Amount Requested
\$2,000	\$0	\$2,000	\$1,200

- *if the assistance is part of a specific program which has been included in Council's management plan*
- *if the program's budget does not exceed 5% of Council's income from ordinary rates for the year*

4.1 SPONSORSHIP OF AWARDS FOR LOCAL SCHOOLS END OF YEAR PRESENTATIONS

- *if the program is uniformly available to all or a significant group of persons within the area*
- *Where an entity is already deemed 100% exempt from payment of rates they will not be eligible for further financial assistance from Council.*

As this program's budget does not exceed 5% of Council's income from ordinary rates for the year there is no need for a public notice

Section 377 of the Local Government Act prevents Council delegating the approval of grants under Section 356 and as such Council must consider all applications.

Determination by Administrator

Approved by Administrator Dean Lynch in accordance with *Section 226 dot point one (1) or two (2) of the Local Government Act 1993.*

Signature:

Date:

7.1 SWIMMING LESSONS FOR BERRIDALE OUTDOOR SWIMMING POOL

Record No:

Responsible Officer:	Director Service Delivery
Author:	Asset Manager
Key Direction:	5. Enhancing Our Healthy, Active Lifestyle
Delivery Plan Strategy:	DP5.2 Upgrade and maintain current investments in sporting, recreation and fitness facilities.
Operational Plan Action:	OP5.3 Maintain Council swimming pools to comply with statutory reporting requirements on water quality and pool operations.
Attachments:	1. Email from Michelle Thomas Swimming Lessons at Berridale Swimming Pool ↓ Cost Centre 1710 Swimming Pools
Project	
Further Operational Plan Actions:	

EXECUTIVE SUMMARY

Michelle Thomas from Michelle's Swim School, has offered her services to run swimming lessons and a squad session on a Monday and Thursday afternoon during the summer season at Berridale Outdoor Swimming Pool.

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

OFFICER'S RECOMMENDATION

That Council approves the use of Berridale Outdoor Swimming Pool for the running of swimming lessons and coaching sessions by Michelle's Swim School on a Monday and Thursday afternoon during the 2016-2017 Summer Season.

BACKGROUND

Michelle Thomas from Michelle's Swim School, has offered her services to run swimming lessons and a squad session on a Monday and Thursday afternoon during the summer season at Berridale Outdoor Swimming Pool.

Berridale Outdoor Swimming Pool has been without a Swim Coach for many years. Michelle's Swim School runs coaching squads and swimming lessons at Cooma Festival Pool and last year at Adaminaby Outdoor Swimming Pool. It would be a great opportunity for our local children in Berridale and Dalgety to have Michelle offer her services from mid November 2016 to the mid March 2017 for swimming and coaching lessons at Berridale Swimming Pool.

QUADRUPLE BOTTOM LINE REPORTING

1. Social

Swim and coaching sessions for both school children and the local community will promote the health and wellbeing of the community through non impact exercise and a learn to swim programme.

2. Environmental

Improvement in systems and further enhancements to the operations of Council's swimming pools will in turn generate increased revenue from tourist activity for the benefit of the local community.

3. Economic

Swim Classes and coaching sessions will continue to benefit Council from Pool Lane hire at Berridale Outdoor Swimming Pool.

18 Lane Hires of \$5.50 per day per lane over the pool's summer season

Total \$99.00 per lane for the pool's summer season

Increased Pool Revenue for pool entry of \$4.00 for any extra patrons accessing the Berridale Swimming Pool due to swimming lessons or coaching sessions.

4. Civic Leadership

Ensuring the provision of swim classes and coaching at Berridale Swimming Pool demonstrates Council's commitment to the health and well-being of residents and visitors, and reinforces that resources to enable healthy lifestyle options are available.

Determination by Administrator

Approved by Administrator Dean Lynch in accordance with *Section 226 dot point one (1) or two (2) of the Local Government Act 1993*.

Signature:

Date:

Lorraine Thomas

From: Michelle Thomas [REDACTED]
Sent: Sunday, 23 October 2016 5:06 PM
To: Lorraine Thomas
Subject: Berridale Pool

Hi Lorraine,

Further to our telephone conversation I would like to offer our services at Berridale pool, by running lessons and possibly a squad session on a Monday and a Thursday afternoon if that is possible.

Please let me know if this is Ok so I can start recruiting students.

Thanks again

Michelle Thomas

Michelle's Swim School



-----Safe Stamp-----

Your Anti-virus Service scanned this email. It is safe from known viruses.
For more information regarding this service, please contact your service provider.

9.1 ENDORSEMENT OF CUSTOMER SERVICE CHARTER PUBLIC EXHIBITION

Record No:

Responsible Officer:	Director Service Support
Author:	Governance Officer
Key Direction:	7. Providing Effective Civic Leadership and Citizen Participation
Delivery Plan Strategy:	DP7.11 Provision of Customer Service by Council employees
Operational Plan Action:	OP7.29 Provide customer service centres throughout the Snowy Monaro Regional Council area that meets the communities and Councils standards and needs, outlined in Councils Customer Service Charter.
Attachments:	1. SMRC Customer Service Charter ↓
Cost Centre	
Project	Customer Service
Further Operational Plan Actions:	

EXECUTIVE SUMMARY

Council's Communications Working Group has developed a draft Customer Service Charter for the Snowy Monaro Regional Council. The draft charter has completed public exhibition for a period of 28 days, whereby no submissions were received and is now presented to Council for adoption.

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

OFFICER'S RECOMMENDATION

That Council adopt the draft Customer Service Charter.
--

BACKGROUND

Continued delivery of best practice customer service has been identified as a priority as Council moves through the transitional phase post-merger. The establishment of a sound customer service culture and principles across the organisation will provide a foundation from which Council and the community will continue to thrive.

It is the expectation of the organisation that all council employees, whether that is front desk, office staff, staff working outdoors in the parks, on the roads, or at the landfills, exhibit a high level of customer service at all times. To ensure this is achieved training is required to ensure all staff are aware of these expectations and can confidently deliver in accordance with the proposed Customer Service Charter.

The SMRC 004 Communications Policy was one of the first policies to be adopted after the establishment of the Snowy Monaro Regional Council, identified as a priority to ensure the community was updated and engaged in a meaningful way throughout the transition. The Customer Service Charter supports this policy and has been developed to assist the community by setting the service standard that is expected from our staff.

The Snowy Monaro Regional Council Customer Service Charter has been based on the charter established by the former Snowy River Shire Council. Feedback provided through a two week

consultation with staff was reviewed by the Communications Working Group, whereby timeframes and language used were amended to better reflect key points. Resulting in a clear and simple message, outlining how we will behave, how we will communicate and how the community can help us provide greater customer service.

The pamphlet is a tri-fold A4 size and will be displayed at all Councils' front counters that deal directly with the public i.e. landfill stations, Berridale reception, Bombala reception, Cooma reception, Jindabyne reception, Community Care, Hostel, etc. In addition, it will be clearly displayed on Council's website and advertised through the local newspapers and Council's social media pages.

It is proposed that compulsory training be provided once the Charter is adopted by Council. To ensure that all staff are aware of the organisations and communities expectations.

The draft Snowy Monaro Regional Council Customer Service Charter has concluded a 28 day consultation period with the community, whereby no submissions were received.

The Charter was available to the public via Council's website and at all branch offices. The public exhibition was promoted throughout the exhibition period through a media release to all media outlets, social media (Council's Facebook page and local Facebook Notice Boards) and in our weekly Council News pages in the Monaro Post and Bombala Times.

QUADRUPLE BOTTOM LINE REPORTING

1. Social

The introduction of a Customer Service Charter for Snowy Monaro Regional Council sets out Council's service standards. It is envisaged that it will help enhance and build relationships and partnerships with our community and customers. It also allows us to provide a system for continuous improvement to our levels of customer service.

2. Environmental

There are no expected environmental impacts expected from the introduction of this Charter.

3. Economic

There will be an initial outlay for all staff training however, it could be reasonably expected that an improvement in Council's customer service will be reflected in reduced complaints and therefore a reduction in staff and Councillors time having to record and deal with those complaints.

4. Civic Leadership

The Customer Service Charter has been developed to compliment the SRMC 004 Communication Policy and enables Council to demonstrate leadership to the community by setting the service standard that is expected from our staff. It empowers the community to know what they can expect in terms of customer service and what is expected from them in return. It also allows for a more efficient, productive and effective organisation where our communication processes are ethical and consistent.

Determination by Administrator

Approved by Administrator Dean Lynch in accordance with *Section 226 dot point one (1) or two (2) of the Local Government Act 1993.*

Signature:

Date:



SNOWY MONARO
REGIONAL COUNCIL

Customer Service Charter

The Snowy Monaro Regional Council Customer Service Charter sets out Council's service standards.

Our Customer Service Charter is designed to strengthen Council's relationships with our customers and our community. It also allows us to enable a system for continuous improvement to our levels of customer service.

Our customers are...

any person or organisation that deals with Council.

We will...

- Accurately record and monitor your enquiry
- Do what we say we will do
- Be courteous and positive
- Be punctual
- Be personally accountable for answering your concern
- Treat you with the respect and honesty that you deserve

**Stronger
together
Better
together**

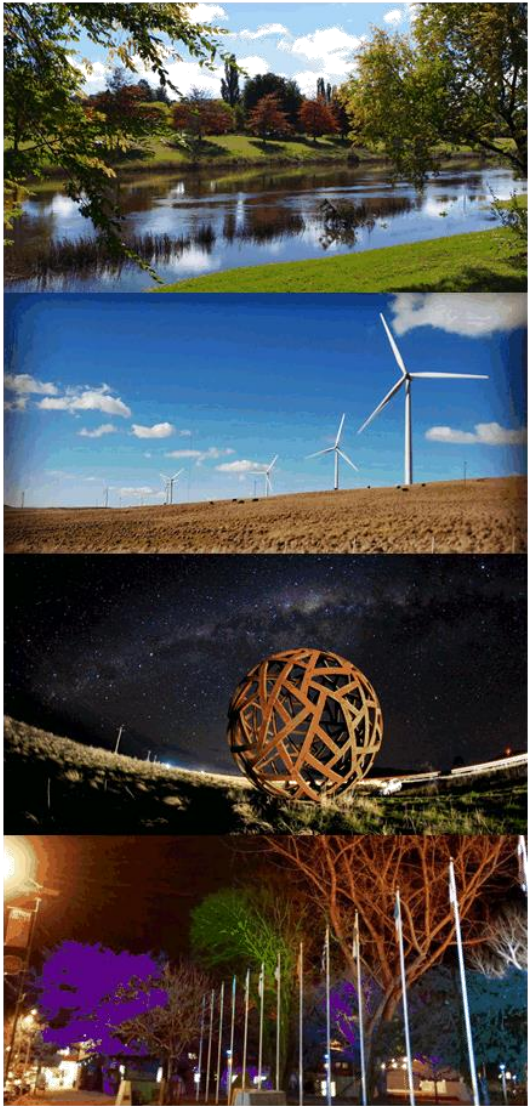


We will communicate by...

- Responding to all written correspondence within 10 business days
- Returning phone calls within two business days
- Maintaining our website with current and accurate information
- Providing information in plain English

You can help by...

- Treating our staff with respect
- Respecting other customers
- Providing accurate and detailed information
- Respecting the community in which we live
- Working with us to solve problems
- Providing us with your feedback



Contact us

PHONE: 1300 345 345

HEAD OFFICE:

Cooma: 81 Commissioner Street
Cooma NSW 2630

BRANCH OFFICES:

Berridale: 2 Myack Street
Berridale NSW 2628

Bombala: 71 Caveat Street
Bombala NSW 2632

Jindabyne: Shop 2 Razorback Plaza
Gippsland Street
Jindabyne NSW 2627

E-MAIL:
council@snowymonaro.nsw.gov.au

FACEBOOK:
facebook.com/snowymonaroregionalcouncil

WRITE:
The General Manager
PO Box 714
Cooma NSW 2630

www.snowymonaro.nsw.gov.au

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