



Date: Thursday, 15 October 2020
Time: 4:01PM
Location: Supper Room, Temora Memorial Town Hall
Loftus Street
TEMORA NSW 2666

MINUTES

Ordinary Council Meeting

15 October 2020

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**MINUTES OF TEMORA SHIRE COUNCIL
ORDINARY COUNCIL MEETING
HELD AT SUPPER ROOM, TEMORA MEMORIAL TOWN HALL, LOFTUS STREET, TEMORA NSW 2666
ON THURSDAY, 15 OCTOBER 2020 AT 4:01PM**

PRESENT: Cr Rick Firman (Mayor)(Chair), Cr Kenneth Smith, Cr Graham Sinclair (Deputy Mayor), Cr Dale Wiencke, Cr Max Oliver, Cr Nigel Judd, Cr Dennis Sleigh

IN ATTENDANCE: Gary Lavelle (General Manager), Rob Fisher (Engineering Technical Manager), Bimal Shah (Engineering Works Manager), Kris Dunstan (Director of Environmental Services), Elizabeth Smith (Director of Administration & Finance), Anne Rands (Executive Assistant)

Media Officer – Liz Grant

Temora Independent – Alan Wilson

1 OPEN AND WELCOME

There were no Public Forum requests.

2 APOLOGIES

RESOLUTION 195/2020

Moved: Cr Nigel Judd

Seconded: Cr Kenneth Smith

That apologies from Cr Lindy Reinhold and Cr Claire McLaren be received and accepted.

CARRIED

3 OPENING PRAYER

The opening prayer was conducted by Mrs Anne McCrone from the Sacred Heart Catholic Church.

4 CONFIRMATION OF MINUTES



RESOLUTION 196/2020

Moved: Cr Graham Sinclair

Seconded: Cr Max Oliver

That the minutes of the Ordinary Council Meeting held on 17 September 2020 be confirmed.

CARRIED

5 MAYORAL MINUTES**1.1 MAYORAL MINUTE - OCTOBER 2020****File Number:** REP20/1154**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Izumizaki  **FIRST HEADING**

1. Temora Shire Council together with our community are still smiling after the recent news our Federal Member for Riverina shared with us, that being \$716,436 being allocated to us under the Local Roads & Community Infrastructure (LRCI) Grant Programme. This brings the total we have received from the Federal Government's LRCI programme to \$1.5 Million. I am very proud of Councillors & Senior Staff genuine commitment to spreading these funds (together with the Federal Government's Drought Grant programme and the NSW Government's Stronger Country Communities Fund) right across the entire Shire. With this latest grant, it is my strong view that we should be allocating all if not, at least the 'lions share' to roads and drainage works across Temora Shire. Our road network is well known as among the best rural roads in NSW, however, if we do not continue to invest in this extensive network, we will soon lose that significant reputation. Our Drainage issues are well known, and these are issues I encourage Council to consider very seriously. I also propose we write a warm letter of thanks to Mr McCormack, for our latest Grant funds. It is most appropriate we extend warm praise when it's due – and also express our disappointment when necessary. For decades, it could be strongly argued, rural areas have been neglected to receive our fair share of grant funds. That is why we must take time to reflect and be thankful for these unprecedented grant funds, which have been distributed to rural and regional areas of NSW and parts of Australia. We formally acknowledge this and thank Mr McCormack and our State Member of Parliament, Ms Steph Cooke for their tireless advocacy.

RECOMMENDATION: That a letter of sincere thanks be sent to our Federal Member for Riverina & Deputy Prime Minister, the Hon Michael McCormack MP, for the further round of Local Roads & Community Infrastructure Grant Programme.

2. I share with Council the letter received from the Mayor of our Japanese Sister City of Izumazaki, Mayor Masao Kubouki. The Mayor proudly reaffirms his community's dedication to reaffirming our Sister City relationship, given 30 years of this relationship is looming. It is most heart-warming to see, even during these uncertain COVID-19 times, that our Sister City are thinking of us. We will continue to foster this relationship, particularly with the support of former Mayor, Mr Peter Speirs OAM, Chairman of Temora Shire's Sister City Committee. (Copy of letter attached to this Mayoral Minute).
3. I advise Council that a date has finally been secured for the official opening of Arian Park's Main Street Upgrade. This has been funded by grant funds from both our Federal and State Governments and also, Temora Shire Council. The Federal Member for Riverina & Deputy Prime Minister, the Hon Michael McCormack MP will officially open the \$250,000 (Approx.) upgrade on Saturday 28th November at 11:30am. Cr Nigel Judd has been working with us to make the arrangements for, what will be, a most enjoyable occasion.

4. I formally place on record Council's warm thanks to our Manager of Engineering Works, Mr Bimal Shah. Mr Shah has given Council notice that he will be leaving us to take up a position with Transport for NSW. We wish Mr Shah and his family all the very best for their exciting future and thank him warmly for his service.
5. I wish to inform Council that our highly regarded Chairman of NSW Country Mayors Association (CMA), Mayor Katrina Humphries (Moree Plains Shire) will be standing down at the Annual General Meeting on Friday 6th November, in Sydney. Mayor Humphries has been an outstanding leader of CMA and given 100% to the role of enhancing this important organisation. I also acknowledge Mayor John Seymour OAM (Coolamon Shire), who is choosing to stand down from the Executive Board of CMA. Mayor Seymour has been a solid advocate for the Riverina and we acknowledge his contributions.
- RECOMMENDATION: That letters of thanks be sent to both retiring NSW Country Mayors Association Chairman, Mayor Katrina Humphries and retiring Executive Member, Mayor John Seymour OAM – in acknowledgment of their outstanding service.**
6. I wish to place on record Council's warm thanks to every Councillor, Staff Member, Business owners, Medical, Health Service, Police, Emergency Service personnel and every single Citizen of Temora Shire – for the manner in which they have handled the ongoing COVID-19 restrictions. It has been extremely challenging in many respects; however, I believe all of us have adapted very well. As we see some restrictions ease, we must continue to hope and pray for a legitimate vaccine. We must also remember those cherished residents of both Greenstone & Narraburra Lodges. Their restrictions have been harsher than most, however it has been for their safety and well-being. I continue to encourage us all to stay strong, listen to the ever-changing Public Health Orders and to continue supporting each other, which our Temora Shire community does exceptionally well.

RESOLUTION 197/2020

Moved: Cr Rick Firman

Seconded: Cr Dale Wiencke

It was resolved that Council adopts the recommendations as presented and the remainder of the Mayoral Minute report be noted.

CARRIED

Report by Mayor Rick Firman

23 September 2020

Mayor Rick Firman OAM
Mayor of Temora Shire
105 Loftus Street
PO Box 262
TEMORA NSW 2666
AUSTRALIA

Dear Mayor Firman, OAM

Greetings!

Over the past number of months, the novel coronavirus has disrupted our daily lives and caused a global economic crisis. As many people find themselves increasingly isolated from the emotional support of friends and family, the pandemic has put a spotlight on the importance of all our personal and business relationships.

As the Mayor of Izumizaki Village, I would like to take this opportunity to reaffirm that our community is dedicated to the continuation of our Sister City relationship with Temora Shire.

Although it is currently not possible to hold an event to commemorate our thirty-year-long Sister City relationship as proposed in our previous correspondence, we are looking forward to a time when we can celebrate and give thanks for the mutual benefit of our intercommunity association and discuss opportunities that will further strengthen this relationship.

I hope that we can make our sister city relationship even stronger in the years to come.

Yours sincerely,

Izumizaki MAYOR Masao Kubouki

6 REPORTS FROM COMMITTEES**6.1 MINUTES OF THE YOUTH ADVISORY COMMITTEE MEETING HELD ON 6 OCTOBER 2020****File Number:** REP20/1106**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Minutes of the Youth Advisory Committee Meeting held on 6 October 2020**RESOLUTION 198/2020**

Moved: Cr Kenneth Smith

Seconded: Cr Max Oliver

It was resolved that report 3.1 Youth Teams Update – October 2020 be noted.

CARRIED**RESOLUTION 199/2020**

Moved: Cr Dennis Sleigh

Seconded: Cr Dale Wiencke

It was resolved that report 3.2 Council introduce an annual membership fee for the youth committee, but that Council waive the fee in recognition of the contribution being made by the youth to the Shire.

CARRIED



Date: Tuesday, 6 October 2020

Time: 12:00PM

Location: 105 Loftus Street
TEMORA NSW 2666

MINUTES

Youth Advisory Committee Meeting

6 October 2020

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**MINUTES OF TEMORA SHIRE COUNCIL
YOUTH ADVISORY COMMITTEE MEETING
HELD AT 105 LOFTUS STREET, TEMORA NSW 2666
ON TUESDAY, 6 OCTOBER 2020 AT 12:00PM**

PRESENT: Cr Rick Firman (Mayor), Cr Kenneth Smith

IN ATTENDANCE: Melissa Carter (Youth Worker), Elizabeth Smith (Director of Administration & Finance), Kassi Owen (Youth Administration Assistant)

THE MEETING LAPSED DUE TO THE LACK OF A QUORUM

1 OPEN MEETING

2 APOLOGIES

RECOMMENDATION

That apologies from Cr Dennis Sleight and Cr Claire McLaren be received and accepted.

3 REPORTS**3.1 YOUTH TEAMS UPDATE - OCTOBER 2020****File Number:** REP20/1073**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Photos - Youth**REPORT**

Temora Youth Leaders share the Temora Youth rules and motto with their Team at the beginning of each workshop. Youth Program Coordinator reports all Temora Youth Teams are using equipment correctly and keeping the kitchen and hall tidy after each workshop. As new young people join the Temora Hospitality Team, Youth Program Coordinator explains the knife safety rules with each young person before they begin cooking in the kitchen.

Hospitality Team:

The Hospitality Team has been up skilling their culinary knowledge at Platform Y this term. We have kept the ongoing pattern each week of meals and snacks in the sequence of breakfast, morning tea, lunch etc. Each recipe is chosen to align with the Healthy Food Policy and aims to provide the Hospitality Team with nutritious foods as well as healthy eating patterns and ideas for the future. Each week the Team continues to learn the nutrition information and the financial literacy of each recipe they cook.

Culture and Performing Arts Team (CAPA):

The CAPA Team has been working on some acrobatic skills including balance, strength and formation. They have been working as a team to achieve these skills. They also have continued to build their communication skills, teamwork and confidence through drama games and activities.

Gaming Team:

The Youth Department has purchased 3 new games for the 3 Nintendo Switch's this term. As the Team is growing with attendee's, all games provide multiplayer options to allow for social interactions between current and new members.

Overcooked - is a cooking simulation game. Players control a number of chefs in kitchens filled with various obstacles and hazards to rapidly prepare meals to specific orders under a time limit.

Human Fall Flat - is a quirky, open-ended physics-based puzzle and exploration game set in floating dreamscapes. The goal is to escape these surreal dreams by solving puzzles with nothing but your wits and physics.

Moving Out - In a local cooperative experience, players move objects from houses into a moving van while coping with exaggerated physics.

Nintendo Switch Carry Cases have also been purchased to protect the Switch.

Attendants at Platform Y between 4 workshops on a weekly basis from 1st June – 7th August 2020:

DATE	ATTENDANCE
1 st – 5 th June	20
8 th – 12 th June	23
15 th – 19 th June	23
22 nd – 26 th June	24
29 th June – 3 rd July	23
6 th July – 10 th July	25
13 th – 17 th July	25
20 th – 24 th July	26
27 th – 31 st July	25
3 rd – 7 th August	25
10 th – 14 th August	28
17 th – 21 st August	41
24 th – 28 th August	38
31 st August – 4 th September	31
7 th – 11 th September	29
14 th – 18 th September	25
21 st – 25 th September	27

Gidginbung Painting Project:

On Monday the 24th, Tuesday the 25th, Saturday the 29th of August and Tuesday the 1st of September a Team of 5 young people from the Temora Youth Team partnered with Cr Max Oliver and his small crew from the Temora Railway Museum to start the restoration of the Gidginbung Waiting Room under the supervision of Youth Program Coordinator. This building was a part of the Gidginbung Railway Station but has been relocated to the Temora Railway Station for visitors and locals to enjoy.

The Team volunteered over 9 hours to this project, whilst learning the history of the building as they painted. Taking on this project gave the Team a sense of pride and belonging in the community and they are anticipating more partnering opportunities with Cr Max Oliver and the Temora Railway Museum crew in the future.

RECOMMENDATION

That the Committee resolved to recommend to Council to note the report.

Report by Kassi Owen & Melissa Carter



3.2 YOUTH MEMBERSHIP FEE

File Number: REP20/1076
Author: Executive Assistant
Authoriser: General Manager
Attachments: Nil

REPORT

On Tuesday the 11th of August 2020, Youth Program Coordinator attended the Youth Committee meeting with the Councillors.

Councillors put forward to the Youth Program Coordinator, the suggestion of adding a membership fee to become a Temora Youth Member.

Youth Program Coordinator has thoroughly assessed this proposal with the Youth Department, and after carefully looking over the Youth Operational Plan and the Community Strategic Plan, the Youth Department acknowledges the Councillor's reasoning for this proposal but respectively will not be putting it forward to the Temora Youth Leadership Team.

It is stated in our vision, mission, and goals which are reflected in our motto, that the Youth Teams are all inclusive. This includes young people from low socio-economic backgrounds. Adding a membership fee may act as a deterrent for some families to allow their children to attend our workshops and often these are the young people that benefit most from the workshops. As proven, parents are far more likely to use the services because it is free, educational and community focused.

If young people come from a volatile background or home environment, Platform Y may be their safe place. The Youth Department feels asking parents for even a \$5 fee may cause significant issues in an already upsetting environment. With no fee we make it far more accessible to ALL our community's young people.

The Temora Youth Teams pay forward gratefulness for the free, educational and community focused workshops by spending hundreds of hours volunteering in the Temora Shire Community. The young people give their free time to prepare food, serving food, painting community buildings, man the driver reviver van, participate in Clean Up Australia Day and numerous other community events year after year.

The Youth Department hope the Councillors understand the logic reasons for the Youth Department not putting forward this request and can see the standard of our expectations of the young people who are our members. The Youth Program Coordinator is happy to have a more thorough discussion with the Councillors on this matter if need be.

RECOMMENDATION

That the Committee resolved to recommend to Council to consider the report.

Report by Kassi Owen & Mel Carter

4 CLOSE MEETING

The Meeting closed at [enter time](#).

This is the minutes of the Youth Advisory Committee meeting held on Tuesday 6 October 2020.

.....

GENERAL MANAGER

.....

CHAIRMAN

6.2 MINUTES OF THE ASSETS & OPERATIONS COMMITTEE MEETING HELD ON 6 OCTOBER 2020**File Number:** REP20/1112**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Minutes of the Assets & Operations Committee Meeting held on 6 October 2020**RESOLUTION 200/2020**

Moved: Cr Dale Wiencke

Seconded: Cr Kenneth Smith

It was resolved that the reports be received.

CARRIED**RESOLUTION 201/2020**

Moved: Cr Dale Wiencke

Seconded: Cr Max Oliver

It was resolved that the reports and recommendations as presented be adopted.

CARRIED



Date: Tuesday, 6 October 2020
Time: 2:00PM
Location: 105 Loftus Street
TEMORA NSW 2666

MINUTES

Assets & Operations Committee Meeting

6 October 2020

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**MINUTES OF TEMORA SHIRE COUNCIL
ASSETS & OPERATIONS COMMITTEE MEETING
HELD AT 105 LOFTUS STREET, TEMORA NSW 2666
ON TUESDAY, 6 OCTOBER 2020 AT 2:00PM**

PRESENT: Cr Rick Firman (Mayor), Cr Nigel Judd, Cr Max Oliver, Cr Graham Sinclair (Deputy Mayor), Cr Kenneth Smith, Cr Dale Wiencke (Chairperson)

IN ATTENDANCE: Gary Lavelle (General Manager), Rob Fisher (Engineering Technical Manager), Bimal Shah (Engineering Works Manager), Kris Dunstan (Director of Environmental Services), Elizabeth Smith (Director of Administration & Finance)

1 OPEN MEETING

2:00PM

1. CHAIRPERSON

Nominations were called for the position of Chairperson

Cr Graham Sinclair was nominated.

Cr Dale Wiencke was nominated.

Cr Graham Sinclair declined the nomination

COMMITTEE RESOLUTION 68/2020

Moved: Cr Kenneth Smith

Seconded: Cr Graham Sinclair

It was resolved that Cr Dale Wiencke be declared the Chairperson for the next 12 months.

CARRIED

2 APOLOGIES

COMMITTEE RESOLUTION 69/2020

Moved: Cr Max Oliver

Seconded: Cr Graham Sinclair

That apologies from Cr Claire McLaren and Cr Dennis Sleight be received and accepted.

CARRIED

3 REPORTS**3.1 URBAN ROAD NAMING - FEMALE PIONEERS****File Number:** REP20/1041**Author:** Senior Engineering Technical Officer**Authoriser:** Engineering Technical Manager**Attachments:**

1. Feminine Temora pioneer names proposed for street naming
2. Current Urban Road Naming List

REPORT

Following a report to the June Council meeting Council resolved to add some further names to the Urban Road Naming List with a further resolution to investigate female pioneering names within Temora Shire that could be added to the list.

The names suggested by the Bundawarra Centre Manager included;

Marie Narelle (Catherine Mary “Mollie” Ryan) (international concert soprano born at Combaning)

Martha **Short** and Margaret **Duncan** (both long serving local midwives)

Matron **Kiloh** (The Bungalow and Carlton House Private Hospitals)

Bridget **Corbett**, (Licensee of the Railway Hotel and long-time Rugby Union/Rugby League stalwart)

Mrs **Roles** (established the “Bunty Roles” ladies tennis competition)

Please find more detailed information provided by the Bundawarra Centre Manager on each lady in the attached document.

COMMITTEE RESOLUTION 70/2020

Moved: Cr Max Oliver

Seconded: Cr Kenneth Smith

That the Committee resolved to recommend to Council that the list of names of pioneering females be referred to the Heritage Committee for comment on suggestions on how they could be appropriately recognised.

CARRIED***Report by Alex Dahlenburg***

Feminine Temora pioneer names proposed for street naming

Marie Narelle: (Catherine Mary “Mollie” Ryan), International concert soprano

Mollie Ryan was born at Combaning Station Homestead on 28th January 1870. Educated at Temora and Mt. Erin, Wagga Wagga, she was blessed with a singing voice of operatic quality spanning three octaves.

A single mother with three children, she began singing professionally in NSW in the late 1890s. Enjoying a rich Irish heritage, she specialised in Irish folk songs and before travelling to the UK, adopted the stage name “Marie Narelle”. She chose “Marie” to appeal to the Franco-European audience she hoped to win, and “Narelle” from a prominent Yuin woman of the Moruya people because she felt it was authentically Australian and “euphonious”.

A successful concert debut in Cork, Ireland, in 1902, was followed by a seven month engagement presenting concerts in connection with the American St. Louis World Fair in 1904.

From September 1905 she was contracted by Thomas Edison to produce phonograph recordings. (Of the 32 cylinder records I currently know about, the Community Archive now has 28, plus two diamond discs).

Settling near New York in the US, Marie Narelle toured Australasia in 1908 and again in 1926.

After her husband’s death in 1934, she moved to England to live with her elder daughter and died there on 26th January 1941.

Her headstone was removed from the grounds of All Saint’s Church in Chipping Norton, Oxfordshire in the late 1970s and after Fr. Paul Bateman learned that it was resting against the fence he arranged to have it shipped to Temora where it has been re-erected in the grounds of the Bundawarra Centre.

Short: Martha Louise Short (nee Mingo), Temora midwife

Martha Louise Mingo was born in Devonshire, England, in about 1857. She accompanied her sister to Australia in 1870 and married Alexander Short in Sydney in 1875 before settling in Temora at the height of the gold rush in 1880.

They raised a family of six children together before Martha was widowed in 1908. During her 43 years as a practising midwife, Martha was credited with delivering about 500 local babies without any loss. Most of the children were delivered in the front two rooms of her home in DeBoos Street, but it was said that she would walk as far as Newtown, on the western side of the railway line, to oversee a home confinement.

After her health declined, Martha died in her DeBoos Street home on 26th July 1935.

Duncan: Margaret Duncan, Temora midwife

Margaret Waddell was born in Edinburgh, Scotland, in 1853 and migrated to Queensland with her husband, George Duncan following their marriage in 1875. Leaving Brisbane, they lived for a period at Woodstock, near Cowra, before settling at Temora in 1894.

After the "Golden Gate Hotel", on the corner of DeBoos Street and the Cootamundra Road, was destroyed by fire in July 1899, George and Margaret Duncan built their home on the site, opening it as the "Golden Gate" private hospital.

Margaret Duncan conducted the hospital for many years, attending some 700 local births at both the "Golden Gate" and in private homes across Temora.

Besides obstetric nursing she was regarded by the old time miners as quite a genius as she would bind a wound or attend a fever case with more than ordinary skill. Her ability and generosity were particularly apparent at the outbreak of pneumonia-influenza in 1919, when she nursed a full hospital of patients by herself – the greater amount of this nursing of "flu" cases was done gratis.

The mother of six daughters, she passed away after a short illness, on 17th January 1932, at Temora.

Kiloh: Miss Winifred Mary Burgess Kiloh, Bungalow Hospital and Carlton House Matron

Winifred Kiloh was born in Aberdeen, Scotland in 1896. She migrated to South Africa with her family before settling in Grafton on the NSW north coast, where Winifred completed high school. The family moved to Sydney during WWI and Winifred trained as a nurse at Royal South Sydney Hospital.

In 1923 she travelled to Temora to nurse a private patient. While here, Dr. J.M. Stewart persuaded her to take over the running of "Resurgam" private hospital, situated on the site of the present Ex-Services Club. From that post she moved to "The Bungalow" private hospital in Twynam Street, and finally to "Carlton House" private hospital in DeBoos Street, in 1935.

Sister Kiloh conducted "Carlton House" as matron, until it closed in October 1952. Matron Kiloh later moved to Cootamundra and then to the NSW central coast where she died on 31st July 1978.

Roles: Mrs. Roles, founder of Bunty Roles Ladies Tennis Competition

Catherine Mary Colliss was born in Temora on 7th April 1887 and married Herbert Roles here in 1908. Their son, Leslie William ("Bunty"), was born in Temora in 1910. A talented sportsman and musician, he moved to Leeton in 1932 to work as a bootmaker and died there suddenly in February 1945.

In early 1946 Mrs. Roles donated a cup in her son's memory to the Temora Tennis Club. In April of that year the local tennis players decided to use the trophy for a Women's Competition to be conducted on similar lines to the "Morton Cup". The first "Bunty Roles" competition tennis matches were played on 1st May 1946. The competition became synonymous with women's tennis in Temora for more than seventy years.

Corbett: Bridget Corbett, Rugby Union / League stalwart

Bridget Mary Heuston was born at Gisborne, Victoria in 1861 and came to NSW as a small girl, following the death of her parents, to settle on the Adelong goldfield.

With her husband, Richard Corbett, a coach driver for Cobb & Co., she took up residence at the “Halfway House” on the track between Cootamundra and the Temora goldfield, in 1886.

After the railway opened to Temora, the family moved into town and Richard took over the coach run to the new goldfield at West Wyalong. The railway to that centre replaced coach travel in 1903 so Bridget and Richard purchased the Railway Hotel in Hoskins Street.

Despite the death of her husband in 1911, Bridget retained ownership of the hotel until 1939, from time to time assuming the licence in her own name and involving herself in every local cause that had the interests of the Temora community at its heart.

Of her six sons and one son-in-law, four enlisted for active service. Her son-in-law was killed in action and one son died post-war from injuries received.

Bridget was particularly active in support of the Hospital, Show and the Patriotic Movements supporting WWI, as well as several sporting interests. She is best known for the “Corbett Cup” she donated to promote Rugby Union and subsequently Rugby League in Temora.

Bridget died in Temora on 24th February 1948

Road Name	Individual/s	Historical Significance
Anderson	Alfred Ernest Anderson	Narraburra Shire President between 1924 - 1927.
Becker	Johan William Edward Becker	<p>A civil engineer and a local profile who expanded business prospects in Temora through the opening of the Becker Theatre and the Courthouse Hotel (located on the corner of Loftus and Deboos Street).</p> <p>In 1893 Edward demonstrated a sheep shearing machine in Temora that he had invented. It is understood that he subsequently was credited with inventing the Wolsey shearing machine, thus mechanising the blade shearing process.</p>
Bland	Alderman Norman Bland, or his son, Councillor Max Bland	Local building contractors/Councillors
Bloomfield	George Bloomfield	A gold prospector who discovered a small patch of payable gold in shallow ground at Temora in January 1880. The original main track linking the alluvial diggings at Lower Temora with the reef mining activity at Upper Temora was named 'Bloomfield Street', now Hoskins Street.
Bluett	Albert Robert Bluett	Albert Bluett was the Solicitor and Secretary to the Local Government Association and the Shires Association of NSW for many years. He literally "wrote the book" on how to run local government in 1920 and it is still in print in its umpteenth edition. The AR Bluett Award, which Temora Shire has won twice, is named for him.
Briese	Johann (John) Gottlieb Ludwig Briese	Narraburra Shire President in 1907.
Brown	Abraham and Max Brown	The late Abraham (Abe) Brown the 5th child of John Brown was a pioneer resident of Temora being one of the best known personalities of the town. Having grown up on the Rodey Property near Temora before joining his father in his business of carting mine tailings and running a wood yard. Abraham Brown was a devout Salvationist and foundation member of the Temora Corps where he was the corps sergeant major (the chief position) and the foundation member of the band including first bandmaster. His son Max took over this position for the Salvation Army after his father Abe. Max Brown was also the first Citizen of the Year for Temora.
Cartwright	William James Cartwright	Narraburra Shire President between 1910 – 1911, 1916 – 1917 and 1918 - 1920.
Deitz	Joseph and Clara Deitz	<p>Owner and operators of the Royal Exchange Hotel on the corner of Hoskins and Loftus Street, which later burnt down.</p> <p>Joseph was a highly regarded member of the Temora</p>

Road Name	Individual/s	Historical Significance
		Volunteer Fire Brigade and served as Captain. He was also chairman of the Temora Progress Committee and trustee of the Temora Hospital, Temora Recreation Ground and the Temora Water Reserves (Ironbark Dam and O'Shannesys Dam). He was active in the Temora Garrick Club, Temora Hospital Committee, PAH&I and Temora Railway League.
De Little	Wyatt Webster De Little	Narraburra Shire President between 1906 – 1908 and 1924.
Evans	Albert Edward Evans	This is Les Evans father who was an employee of Narraburra Council as a grader driver.
Gilchrist	Peter Gilchrist and family	The Gilchrist family has been in the Combaning area for over 120 years. Amongst other things Peter, worked on the outdoor staff of the Narraburra Shire Council and was the job foreman for the formation of the Arian Park main street. He was also part of a team who lobbied for the formation of a school in the area.
Harmer	Les Harmer	This is after Les Harmer (Ken Harmer's Grandfather) who worked for council prior to sewer mains being installed as Les was the night soil worker who emptied/collected sewer from properties.
Hawkins	Charlie Hawkins	Charlie Hawkins former Narraburra Shire Council President. One of the most shocking accidents that had ever occurred at Victoria street crossing was when on Thursday December 13th 1923 at 10.40pm Mr and Mrs Charles Hawkins were travelling home to Arian Park after attending a Narraburra Shire Meeting of which Mr Hawkins was President, collided into a train that was being shunted toward the railway station, it was believed both were killed instantly.
Henman	Leonard Henman	Len Henman was a Temora icon associated with the Temora Rugby League Club and recognised as part of the team that in 1957 captured both the Maher and Clayton Cups. Len was involved in this Maher Cup team that was at its highpoint in 1953 when Temora outgunned high cashed teams like Gundagai and Young.
Hickey	Frances Hickey	Frances Hickey's association with Temora dates from the early days of the goldfield in 1880. He went on to become prominent in local business, property ownership and local government, serving as an alderman on the first Borough Council (1892) until early 1906.
Keighley	William Geoffrey Keighley	Narraburra Shire President between 1963 – 1968.
McCansh	John Donald McCansh	John McCansh was employed by the Bank of Australasia when, along with Valentine Lawler, he took up the lease of "Temora" run for one of the bank's directors, Severus Canute Salting, in 1847.

Road Name	Individual/s	Historical Significance
Martin	Ronald Holland Martin	Worked at the Temora Agricultural Research and Advisory Station between 1947 and 1985 (38 years). In 1980 he was awarded the Farrer Medal for his service to the grains industry and in June 1986 he was made an Officer of the Order of Australia for his contribution to the Wheat Industry.
Miles	Reg & Emily Miles	Reg Miles was known throughout the state as 'Bradman of the Bush'. Emily Miles was in the Springdale Hall band as pianist.
Mitchell	Fred Mitchell	Temora Municipal Council President between 1922 – 1924.
Murphy	Ian Murphy	Former Narraburra Shire President between 1956 - 1963 and 1976 - 1978 and Temora Shire President between 1990 - 1991. Order of Australia Medal (OAM) recipient.
Parker	Henry Parker	The leader of the mining party who were the original prospectors of the Temora goldfield after the failure of the rush to Scrubyards.
Tozer	James Tozer	A surveyor, who initiated the survey and alignment for the first streets of the town. All of the streets in the original survey, begun by Surveyor Tozer and completed by Surveyor Schleicher, scored names with colonial or astronomical links, overlooking local references.
Trefle	CB Trefle	Temora Municipal Council President between 1909 – 1910.
Wallace	Arthur Wallace	Narraburra Shire President between 1978 – 1980.
Weissel	Eric Weissel	Prominent local sportsman, Eric Weissel (1903-1972) was born in Cootamundra. He played Rugby League at State and national level and played 5/8 for Temora (1927-34). He also represented the Riverina in Cricket.

Future Names:

Road Name	Individual/s	Historical Significance
McRae	ID McRae	Temora Municipal Council President between 1973 – 1978.
Judd	Nigel Judd	Temora Shire Council Mayor between 2000 – 2006.

3.2 TEMORA RECREATION CENTRE FEES & CHARGES

File Number: REP20/1091
Author: Executive Assistant
Authoriser: General Manager
Attachments: Nil

REPORT

Council is preparing the site to enable construction of the water slide to commence at the Temora Recreation Centre, with construction scheduled to commence in mid-October.

Additionally, the Centre entrance and kiosk upgrade is now nearing completion and will be ready in time for the pool opening which is scheduled in Early November.

These two developments require pricing to be developed, advertised, and signed off by Council. This will enable signage to be prepared in readiness for the swimming season commencement.

A new price will need to be added to Council's Fees and Charges for the water slide access, and it also may be an opportune time to look at all the casual fees and charges for the facility.

(Note: It is not proposed to alter membership fees at this time).

The waterslide will need to be staffed whenever it is opened, which will most likely be on weekends and school holidays, for a 2-4 hour period/session.

This will mean that each hour the slide is open, it will cost Council approximately \$40-50 per hour in staff/oncosts, electricity, and water/chemical etc.

Currently in the 2020/21 Fees and charges the casual admittance costs are:

Family:	\$13.00
Adult:	\$4.50
Child/Concession	\$4.00
Spectator	\$1.00

Other ConsiderationsWest Wyalong Pool

Family:	Not available
Adult:	\$5.50
Child/Concession	\$3.50
Spectator	\$2.50
Water Slide	\$3.50/session

Junee Pool

Family:	\$16.00
Adult:	\$6.00

Child/Concession	\$4.00
Spectator	\$1.00
Water Slide	\$5.00/session

Oasis Aquatic Centre (Wagga)

Family:	\$15.00
Adult:	\$6.50
Child/Concession	\$4.50
Spectator	\$2.00
Water Slide	\$ -

COMMITTEE RESOLUTION 71/2020

Moved: Cr Graham Sinclair

Seconded: Cr Rick Firman

That the Committee resolved to recommend to Council that the Casual fees for the 2020/21 Swimming season be set at:

Family:	\$15.00
Adult:	\$5.00
Child/Concession	\$4.00
Spectator	\$2.00
Water Slide	\$4.00/session

Private Function Waterslide \$100/hour (must be outside regular schedule)

And further that these fees be put on public exhibition with feedback considered at a future Council Meeting.

CARRIED

Report by Kris Dunstan

3.3 LAKE CENTENARY KIOSK

File Number: REP20/1092
Author: Executive Assistant
Authoriser: General Manager
Attachments: 1. Girl Guides

REPORT

Council has received a request from the Temora Girl Guides, for Council to permit a simple low-cost food service be provided to users of Lake Centenary during the water-skiing season.

In their correspondence (attached), it is proposed that community groups take turns to run an "Aviation Museum styled canteen" from the LCMC Clubhouse or from a separate mobile service using their own equipment.

It is unclear if the Girl Guides organisation know of the other proposal that has recently been approved by Council or if they have discussed the concept with the Lake Centenary Management Committee who are custodians of the kiosk facility.

A private operator attempted to provide a similar service a few summers back, incorporating paddle boat hire, with only limited success.

Budget Implications

Negligible

COMMITTEE RESOLUTION 72/2020

Moved: Cr Graham Sinclair

Seconded: Cr Kenneth Smith

That the Committee resolved to recommend to Council that staff further discuss the issues with the Girl Guide District Manager and liaise with the LCMC about logistics if they wish to proceed.

CARRIED

Report by Kris Dunstan

Gary Lavelle

77619

From: Temora Shire Council
Sent: Tuesday, 22 September 2020 8:17 AM
To: Gary Lavelle
Cc: Craig Sinclair
Subject: FW: A Community Building Opportunity

-----Original Message-----

From: temoraguides@gmail.com <temoraguides@gmail.com>
Sent: Monday, 21 September 2020 10:05 PM
To: Temora Shire Council <temshire@temora.nsw.gov.au>
Subject: A Community Building Opportunity

To Whom It May Concern,

After a recent visit to Lake Centenary with my family I recognised that there is a need for some sort of simple, low cost food service to enhance the already wonderful facilities and to encourage people to come and stay a while longer than they might have previously.

There is a great opportunity for our community to further raise the profile of this already beautiful asset and also provide for the ever growing flow of tourists and locals. Simultaneously we could be helping out our not for profit local community groups.

I understand that particularly since the arrival of restrictions related to COVID-19 it has been very difficult for local groups to run their fundraising functions and activities.

My proposal involves different community groups taking turns to run either an Aviation Museum style canteen in the existing kitchen area in the amenities building or running their own separate mobile service using their own equipment.

This service would be run during the warmer months and would be based on a roster where community groups nominate preferred weekends they could commit to.

If endorsed by Council there would need to be necessary insurance and food handling certification by each group.

Temora Girl Guides, for example, could do 2 or 3 days and I would figure there to be enough other willing local community groups to fill the other weekends. My suggestion would be to run during daylight savings when more people are likely to be at the Lake.

I am happy to investigate this further or be involved in a working group to collaborate with other community groups to explore the viability of this idea.

I would hope that Council would see this a possible win win opportunity for all stakeholders.

Thank you for considering this idea.

Yours Sincerely

Alison Davy
District Manager
Temora Girl Guides

3.4 DISABLE PARKING - PUBLIC TOILETS LOFTUS STREET**File Number:** REP20/1097**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Disable Parking**REPORT**

Council has received a request to change the parking sign at the public toilets in Loftus Street (Paleface Park) to a disabled parking sign.

People who park in this space is only for a matter of minutes, while they use the public facilities.

If this is changed to a disabled parking sign, it is only people with disability stickers on their cars who can park there.

COMMITTEE RESOLUTION 73/2020

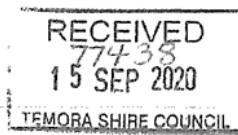
Moved: Cr Graham Sinclair

Seconded: Cr Max Oliver

That the Committee resolved to recommend to Council to note the report and no action be taken.

CARRIED

Report by Gary Lavelle



NSW

15/9/20

Mr G.C. Lavelle

General Manager

Temora Shire Council

PO Box 262

Temora 2666

Dear Sir,

I am writing to ask if the parking sign outside the public toilets in the lane off Loftus St, could be changed to a "disabled parking" sign.

Although there are disabled parking places in Loftus St, they are too far from the disability toilet, and there is a very steep incline to reach it.

I have mobility issues, as does my husband. I am unable to walk on my wheely walker from Loftus St parking spots to the toilet block.

My husband who is 89 and has a disability cannot walk the distance at all. We have seen many elderly and disabled people in wheelchairs or on walkers unable to propel themselves up the incline.

Please could you ask the Access Committee for comment.

Yours sincerely

Rebecca

20/6

c.c. Mayor Rick Finner

3.5 LAKE CENTENARY - FLORA INFORMATION BOARD**File Number:** REP20/1099**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Lake Centenary**REPORT**

Council has received a request for Council to erect a flora information board at Lake Centenary advising of the trees and shrubs that are growing at the Lake. The board could be like the fish and insect boards already installed.

COMMITTEE RESOLUTION 74/2020

Moved: Cr Graham Sinclair

Seconded: Cr Nigel Judd

That the Committee resolved to recommend to Council that the present tree signage be updated to reflect the new species planted at Lake Centenary.

CARRIED***Report by Gary Lavelle***

77290

8th Sept 2020

Temora 2666

Dear Mr Lavelle,

As instructed I am writing to you to formalize my suggestion re: the erection of a flora information board at our magnificent Lake Centenary complex.

It would help residents and visitors to identify the numerous beautiful shrubs and trees growing at an around the Lake, similar to the fish and water insect boards that are already provided.

Thank you for your consideration.

Gratefully Yours

Jenny

20/6 Tys

1. CR JUDD

Concerned about the grass growth on roadsides and wondered whether Council could have a program to extend the spraying and to encourage wider fire breaks.

Director of Environment Services advised that roadside spraying is occurring and the Engineering Works Manager advised that staff were working on slashing and spraying with wet weather holding up the progress currently.

Trying to improve service Club signs on the entry to town including the TEM-FM signage.

2. CR FIRMAN

Advised that the TAF submissions closed on 6 October 2020 and the Federal Member for Riverina wrote an impressive letter of support to Councils submission.

Enquired as to the plan of management for the new Arts Centre.

General Manager provided an update and advised the first draft is complete.

The rollout of the LED streetlighting has been very well received.

The Gloucester Park Play equipment opening with the Local Member Steph Cooke was last Wednesday 30 September, and went well.

3. CR SMITH

Enquired about the Mother Shiptons sign and to whether it was still there.

Director of Environmental Services advised that it will be removed.

4. CR WIENCKE

Advised of the cement causeway on Springdam Road, and water crossing road on western side of the causeway.

Back Springdale Road has water running across road and causing sharp gutters.

Overgrown blocks in town, the block behind McDonalds and land owned by GWCC are overgrown.

Director of Environmental Services advised that the Ranger has issued 80 notices last week.

Cr Kenneth Smith declared a pecuniary interest in relation to the item Temora Performing Arts, due to being the President of Can Assist Temora.

Cr Kenneth Smith left the room and took no further part in the discussion.

5. GENERAL MANAGER

Advised that Council has received a request for the Temora Performing Arts for this Saturday 10 October to waive the \$400 fee for the use of the Temora Town Hall for the variety concert.

COMMITTEE RESOLUTION 75/2020

Moved: Cr Max Oliver

Seconded: Cr Graham Sinclair

That the Committee resolved to recommend to Council that approval is granted to waive the \$400.00 fee for the use of the Temora Town Hall by Temora Performing Arts.

CARRIED

Cr Kenneth Smith returned to the meeting at 3:20pm.

4 CONFIDENTIAL REPORTS**COMMITTEE RESOLUTION 76/2020**

Moved: Cr Nigel Judd

Seconded: Cr Max Oliver

That Council considers the confidential report(s) listed below in a meeting closed to the public in accordance with Section 10A(2) of the Local Government Act 1993 at 3:21pm:

4.1 Property at Trungley Road Temora

This matter is considered to be confidential under Section 10A(2) - c of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business.

4.2 Infrastructure Grants

This matter is considered to be confidential under Section 10A(2) - c of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business.

4.3 Spitfire Drive-Airport Street

This matter is considered to be confidential under Section 10A(2) - c of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business.

CARRIED

COMMITTEE RESOLUTION 77/2020

Moved: Cr Max Oliver

Seconded: Cr Graham Sinclair

It was resolved that Council adopts the motions from the closed committee of Council.

CARRIED

5 CLOSE MEETING

The Meeting closed at 3:47pm.

This is the minutes of the Assets & Operations Committee meeting held on Tuesday 6 October 2020.

.....

GENERAL MANAGER

.....

CHAIRMAN

6.3 MINUTES OF THE AERODROME USERS COMMITTEE MEETING HELD ON 13 OCTOBER 2020

File Number: REP20/1149

Author: Executive Assistant

Authoriser: General Manager

Attachments: 1. Minutes of the Aerodrome Users Committee Meeting held on 13 October 2020

RESOLUTION 202/2020

Moved: Cr Nigel Judd

Seconded: Cr Kenneth Smith

It was resolved that the reports be received.

CARRIED

RESOLUTION 203/2020

Moved: Cr Nigel Judd

Seconded: Cr Dale Wiencke

It was resolved that the reports and recommendations as presented be adopted.

CARRIED



Date: Tuesday, 13 October 2020
Time: 6:00PM
Location: 105 Loftus Street
TEMORA NSW 2666

MINUTES

Aerodrome Users Committee Meeting

13 October 2020

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**MINUTES OF TEMORA SHIRE COUNCIL
AERODROME USERS COMMITTEE MEETING
HELD AT 105 LOFTUS STREET, TEMORA NSW 2666
ON TUESDAY, 13 OCTOBER 2020 AT 6:00PM**

PRESENT: Cr Nigel Judd (Chair), Mr Grant Johnson, Mr Frank Lovell, Mr Robert Maslin, Mr Peter Harper, Murray Kear, Mr Graham Engel, Guy & Emma Bowley (Observers)

IN ATTENDANCE: Rob Fisher (Engineering Technical Manager), James Durham (Building Inspector/Quality Assurance Officer)

1 OPEN MEETING

6:00PM

2 APOLOGIES

COMMITTEE RESOLUTION 8/2020

Moved: Mr Peter Harper

Seconded: Mr Grant Johnson

That apologies from Cr Dale Wiencke, Cr Dennis Sleigh, Mr Geoff King be received and accepted.

CARRIED

1. ELECTION OF CHAIRPERSON

Cr Nigel Judd was nominated as Chairperson, with no other nominations received.

COMMITTEE RESOLUTION 9/2020

Moved: Mr Robert Maslin

Seconded: Mr Frank Lovell

It was resolved that Cr Nigel Judd be elected Chairperson for the next 12 months.

CARRIED

3 REPORTS**3.1 TAXIWAY NAMES****File Number:** REP20/1068**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:**

1. Aerodrome users
2. Taxiway Names
3. Aerodrome Map Apron

REPORT

Attached is a report from the Aerodrome Users who met on 31 July 2020 to discuss the best way forward regarding the naming of the taxiways.

Peter Harper, from the Temora Aviation Museum will present the outcomes to the Committee for discussion.

Peter Harper spoke on behalf of the Group and suggested that after viewing the reply letter from CASA that the User groups original drafting of The airport recommendation's may have been misinterpreted by CASA. The group indicated that if the new Parallel taxiway was classed and represented in the ERSA as a Taxiway that it would be restrictive to the general use of the Airport , and not all areas would comply with the Manual Of standards for Airports. The group believe that anything east of Runway 18/36 should be classed as Apron. Rezoning as Apron would make everyday use easier and compliant for all users.

COMMITTEE RESOLUTION 10/2020

Moved: Mr Peter Harper

Seconded: Mr Robert Maslin

That the Committee resolved to recommend to Council that the Users Group re do the submission that all areas identified on the map east of RWY18/36 be classified as Apron and the letter and map to be submitted to CASA for a reply.

AND FURTHER

That an invitation is also forwarded to Mr Mathew Windebank from CASA requesting a site meeting.

CARRIED

Report by James Durham

16th September 2020

Temora Shire Council
Aerodrome Users Committee

Re: Aerodrome Users Committee Meeting 7th July 2020, Agenda 3.1 Taxiway Numbering

Following the recommendation from the Aerodrome Users Committee Meeting held on 7th July, the various Aerodrome users met on Friday 31st July at the Temora Aviation Museum to discuss the best way forward regarding naming of the taxiways.

The discussion during that meeting and the subsequent recommendations which resulted from that meeting is a great example of how the Aerodromes Users can provide valuable insight to TSC into the future operation of the Temora Aerodrome.

Discussion Points

The main discussion points from the meeting were:

1a. Taxiway V's Taxilane - The actual definition of a taxiway and how this is constrictive to the actual operation of the Temora Aerodrome. Whilst current residents have worked out their use of the aprons and taxiways in a cooperative common sense manner without use of definitions, this may not always be the case and future residents and itinerant users may apply strict definition to the overall detriment of the aerodrome, residents and Council. It is felt that an applicable 'legal' definition that fits with the practicalities is required.

1b. For Airpark Estate residents whose hangars access taxiway "C", taxiway "E", future residents who will access the parallel taxiway from Spitfire Drive and also future residents in the proposed Sale Yard Development, it is problematic and impractical for them to adhere to the definition and practical intent of a taxiway.

The definition of a Taxiway from the Manual of Standards (MOS) Part 139 is:

"Taxiway - A defined path on an aerodrome on land, established for the taxiing of aircraft from one part of an aerodrome to another. A taxiway includes an apron taxiway and a rapid exit taxiway".

The width of a taxiway is determined by the Code letter where the Code relates to aircraft dimensions. A taxiway must be located in a taxiway strip, the inner part of which is a graded area.

With the exception of a Code C taxiways at "D", "E" (as it joins the runway) and "F", the other taxiways east of runway 18/36 are designated as Code B.

A Code B taxiway has a minimum width (straight sections) of 10.5 metres and the taxiway strip is a minimum of 20 metres on each side of the taxiway centerline. In other words the minimum separation distance between the taxiway centerline and a building, structure, vehicle, wall, plant, equipment, parked aeroplane or road is 20 metres (MOS Part 139 6.3.17.1).

Some of the impracticalities include:

- In many cases the hangar structure is at the prescribed distance of the clearance area from the taxiway centre line making it impossible to pull an aircraft out of a hangar without obstructing the taxiway clearance area.
 - Sections of Taxiway C and all of Taxiway E other than at the runway junction can never be compliant with taxiway dimensions because hangar and other fixed structures are closer to the taxiway centre line than the 20 metres minimum clearance area of a Code B or even the 15.5 metres minimum clearance area of a Code A taxiway.
 - Starting-up or shutting-down of aircraft is not expected practice on a taxiway, all airpark estate resident need to have the ability to pull an aircraft out of their hangar and onto a taxiway to load or unload passengers, perform start-up and shut-down procedures.
 - Re-fueling or service vehicles should not be parked on taxiway.
2. The naming convention of existing, under construction and proposed taxiways, taxilanes and apron taxiways

Except for the short sections of taxiways that join the runway, the rest of the 'taxiway' network does not and in many cases cannot, meet the MOS standards and common interpretation of the purpose of a 'taxiway'. There may be better identification to align with their purpose and use such as 'apron', 'apron taxiway' and 'taxilane'.

The MOS defines an Apron as a defined area on a land aerodrome intended to accommodate aircraft for the purposes of loading or unloading passengers, mail or cargo, fuelling, parking or maintenance.

A Taxilane is a portion of an apron that is not a taxiway and that is provided only for aircraft to access aircraft parking positions. The dimensions of a Taxilane and therefore the clearance from obstacles is less than for a Taxiway (MOS139 6.5.2) of the same Code.

3. Availability and constraints of aircraft parking

Recommendations

The recommendations from the meeting are listed below and align with the discussion points:

1. **Recommendation 1, Option #1** - Consideration to classify the soon to be constructed parallel taxiway as an apron taxiway under the definition, the definition of an Apron Taxiway from the MOS Part 139:
- **Apron Taxiway** - *A portion of a taxiway system located on an apron and intended to provide a through taxi route for aircraft across the apron to another part of the taxiway system.*

This recommendation will encompass all aprons and taxiways east of the and including the parallel taxiway, (refer to map). It is worth noting the definition of an Apron from the MOS Part 139:

- **Apron** - A defined area on a land aerodrome intended to accommodate aircraft for the purposes of loading or unloading passengers, mail or cargo, fuelling, parking, or maintenance.

Benefit – The re-classification will not alter how the taxiway infrastructure is used, but it will allow the existing and future users of the aerodrome the ability comply with the MOS Part 139.

Recommendation 1, Option #2 - Consideration to classify the soon to be constructed parallel taxiway as a taxilane under the definition, the definition of a Taxilane from the MOS Part 139:

- **Taxilane** - A portion of an apron that is not a taxiway and that is provided only for aircraft to access aircraft parking positions.

This recommendation will encompass all aprons and taxiways east of the and including the parallel taxiway, (refer to map).

Benefit – The re-classification will not alter how the taxiway infrastructure is used, but it will allow the existing and future users of the aerodrome the ability comply with the MOS Part 139.

2. **Recommendation 2** - Parallel taxiway to be named Sierra (S), reserve Hotel (H) for the proposed taxiway connecting the proposed sale yard development.
3. **Recommendation 3** - Identifying dedicated aircraft parking areas for itinerant aircraft with the installation of aircraft parking tiedown cables on the hardstand area north of the Aeroclub, cables to be installed whilst still allowing the aeroclub hangar to remain functional when iterant aircraft are parked. Signage to installed on perimeter fence to assist itinerant aircraft on where to park.

Conclusion

The recommended reclassifications of taxiways is just that, a reclassification, the intent and actual use of the aerodrome infrastructure will not change. But what it will do is allow residents and aerodrome users to function the we already do, but without the risk of TSC as the aerodrome operator enforcing rules because a minority group who like to see rules enforced, or even worse the possibility of litigation.

Once the parallel taxiway, drainage works and 18/36 rehabilitation works programs are completed, the Temora Aerodrome we be a well laid out facility with great infrastructure and plenty of options for all users to co-exist when it comes to aerodrome operations.

The Temora Aerodrome origins is and remains as a sports aviation aerodrome, the reclassification of taxiway infrastructure will allow sports aviation to continue and thrive at Temora. With the proposed development of the next phase of the Airpark Estate, it is important remember why so many have already chosen the Temora Aerodrome their place to reside, and why future residents will draw the same conclusions.

Kind Regards

Peter Harper
Temora Aviation Museum General Manager
On Behalf of Aerodrome Users

James Durham

From: Windebank, Matthew <Matthew.Windebank@...>
Sent: Monday, 28 September 2020 1:26 PM
To: James Durham
Subject: RE: Taxiway names [SEC=OFFICIAL]

OFFICIAL

Hi James,

Trust all is well over there in sunny Temora.

It's an interesting letter to Council.

Some comments on the recommendations below:

1. Recommendation 1, Option #1

CASA COMMENT: The soon to be constructed parallel taxiway will cross two aprons, so by definition part of the taxiway will be apron taxiway anyway. The dimensions for a regular taxiway vs an apron taxiway are the same, there is no reduction in taxiway strip requirement. Irrelevant proposal.

Recommendation 1, Option #2

CASA COMMENT: The parallel taxiway leads from one end of runway 18/36 to the other, passing through two apron areas, therefore by definition it is a taxiway and not a taxilane (using roadway terminology, it's a 'through road'). It leads to more than just parking positions. Not a valid option as it is a thoroughfare and will not be accepted by CASA as anything less. This taxiway does not impact on other taxi infrastructure dimensions.

ADDITIONAL CASA COMMENT: A taxilane, to use roadway terminology, is essentially a 'no through road'. Therefore by definition Taxiway Echo is a taxilane east of the parallel taxiway (taxiway west of the parallel taxiway). Taxiway 'C' is a taxiway from 18/36 to the eastern 't' intersection at which point it becomes a taxilane heading north and south.

Council determines what coding they intend the infrastructure to be designed for, but it does not limit the use of the infrastructure. For example, Council could determine (for design purposes - extreme example) that both 'C' and 'E' are code A taxilanes (as described above) with a total width of 24m if it so desired. This does not stop a pilot of a code B aircraft from using the infrastructure if he / she considers it safe to do so, but liability falls to the pilot if they hit anything.

The risk to users would be that if new infrastructure were built to the 24m separation distances identified in the MOS rather than the separation distances currently in use, that the problem of aircraft parked on a taxilane would remain on much reduced width.

Council could design the infrastructure to a higher coding than required to alleviate this problem. Eg design requirement for a code 'B' taxiway (40m overall width between buildings) but intended for code 'A' traffic on a taxilane (24m width for taxilane use, while allowing 8m either side for aircraft parking outside the hangars). 40m = 8m parking + 24m taxilane strip + 8m parking

The new MOS 139 (2019) requires Council to nominate the code of the taxiways / taxilanes and publish that in their aerodrome manual. Given the restrictions currently created by buildings you will need to measure the separation distances and decide what coding Council are going to give the taxi infrastructure.

No objection to recommendations 2 and 3.

Hope this helps. Feel free to call if I've confused you.

Matt

Matthew Windebank
Aerodrome Engineer
Air Navigation, Airspace & Aerodromes Branch CASA \ Aviation Group

-----Original Message-----

From: James Durham <jdurham@temora.nsw.gov.au>
Sent: Monday, 28 September 2020 10:52 AM
To: Windebank, Matthew <Matthew.Windebank@temora.nsw.gov.au>
Subject: FW: Taxiway names

Good Morning Matt ,if you wouldn't mind could you have a look over the attachments and give your (CASA) thoughts . Just making sure everything complies before it goes to vote at the users committee Many thanks

James Durham
Building Inspector/Quality Assurance Officer Airport Works & Safety Officer Temora Shire Council
p:
02 6980 1112 m: 0427 455 629
a:
105 Loftus Street (PO Box 262) Temora NSW 2666
w:
www.temora.nsw.gov.au e: jdurham@temora.nsw.gov.au

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DISCLAIMER



3.2 CARS & COFFEE EVENT

File Number: REP20/1096
Author: Secretary Engineering
Authoriser: General Manager
Attachments: 1. Request Letter
2. Map
3. Proposal

REPORT

Council has received an event application from Cars & Coffee Sydney to hold the Coffee & Cars event at Temora Airport on Saturday 31st October, 2020 between 9:00am – 12:00pm and 2:00pm – 5:00pm. They have requested the following as in-kind assistance from Council:-

- Utilise Runways 05/23 for the purpose of a driving event on Saturday 31st October.
- Utilise Temora Aviation Museum on Sunday 1st November to display all vehicles with breakfast and coffee provided (Application through Temora Aviation Museum will be complete upon approval from Council).

Attached is letter of request, the event application form and a proposal for the event.

The Committee is advised that Council approved the event application at the September meeting, with the condition that the committee be consulted.

COMMITTEE RESOLUTION 11/2020

Moved: Mr Peter Harper
Seconded: Mr Frank Lovell

It was resolved that the Committee recommend to Council to note the report.

CARRIED

08/09/2020

Gary Lavelle,
General Manager
Temora Shire Council
105 Loftus Street,
Temora NSW 2666

Dear Mr Lavelle,

I would like to start by saying thank you for the opportunity to submit this application and I truly hope that this is the beginning of a long and mutually beneficial relationship between Cars & Coffee and the Temora Shire.

Previously our events have been held over the course of a single day and within approximately 50 kilometres of Sydney CBD hence this event would be used to as a pilot event to assess various timing and operational aspects of how a future event of more scale (similar to our usual numbers of 150-200 cars) would operate and ultimately be most beneficial to Temora Shire.

Given the current COVID 19 situation we are wary of holding large scale events and as a result we believe this would be an ideal time to test an event of this nature with a more intimate group of approximately 20-40 cars where we could explore everything Temora has to offer over the course of the weekend as well as gain a better understanding of the most efficient way to run our day out on the runway.

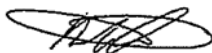
Following my visit to Temora I truly believe that should our guests have the opportunity to visit the area they will frequent it more often and this event would become an annual occurrence that would attract people from not just Sydney but Melbourne, Brisbane and Adelaide. Our goal is to make this event into a three day weekend in which guests can will stay and experience Temora with the following schedule:

- Friday Midday – Guests depart Sydney on route to Temora
- Friday afternoon – Arrival into Temora and guests check into accommodation for the weekend
- Saturday – Runway event at Temora Airport held over two sessions with a break in between
- Sunday Morning – Cars & Coffee style display with locally sourced catering at Temora Aviation Museum and then depart Temora following this with our guests encouraged to explore Temora and its surrounds for the rest of the day before returning to Sydney

Cars & Coffee prides itself on maintaining an extremely high standard for each of our events and a testament to this is the various partners we have worked with over the last five years as well as the number of recurring guests we host at each of our events. That being said, an event of this nature is somewhat uncharted territory for our organisation and for the pilot event we will be trying to minimise overheads as much as possible as the number cars involved would be significantly less than that of a standard event and as a result I would like to enquire as to whether there could be a waiver of the airport hire fee for this event with the exception of the cost involved in having the airport safety officer on site for the day with the intention to reassess this when we can run an event of more scale and introduce our partners to the concept.

Once again, thank you for this opportunity and I look forward to hearing back from you soon.

Kind Regards,



Michael Grigorladis

Cars & Coffee Sydney

9/8/2020

Google Maps

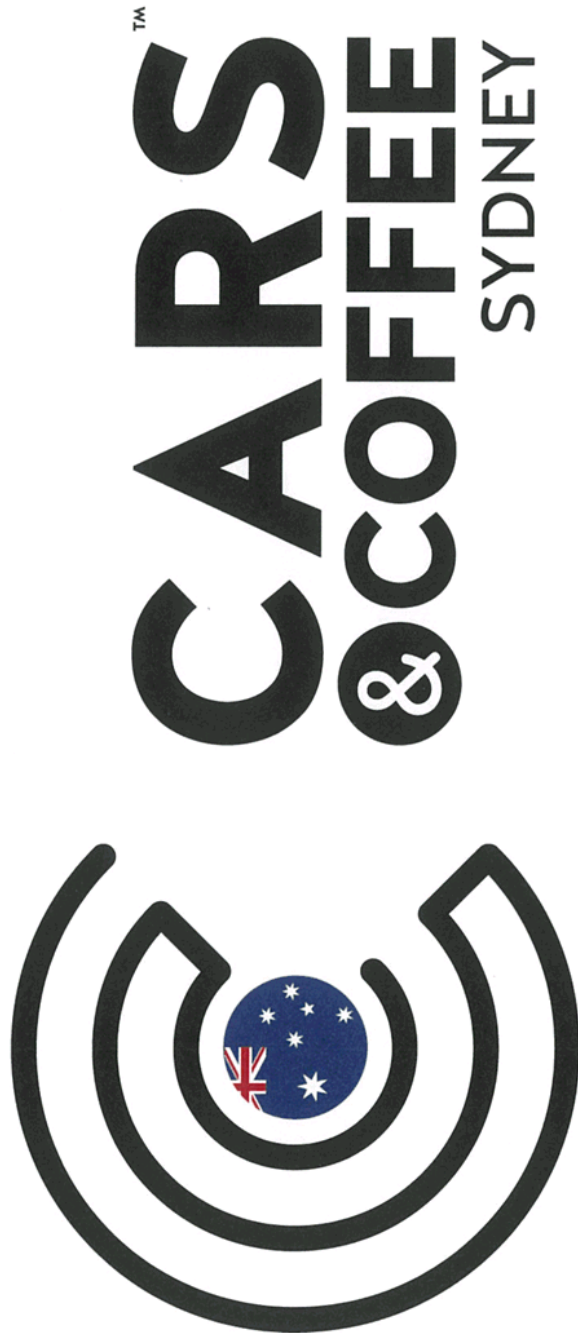
Google Maps Temora Airport Site Map



Imagery ©2020 CNES / Airbus, Maxar Technologies, Map data ©2020 100 m

<https://www.google.com/maps/@-34.4238671,147.5108465,1909m/data=!3m1!1e3>

1/1



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**PROPOSAL
PACKAGE**

www.cars.coffee

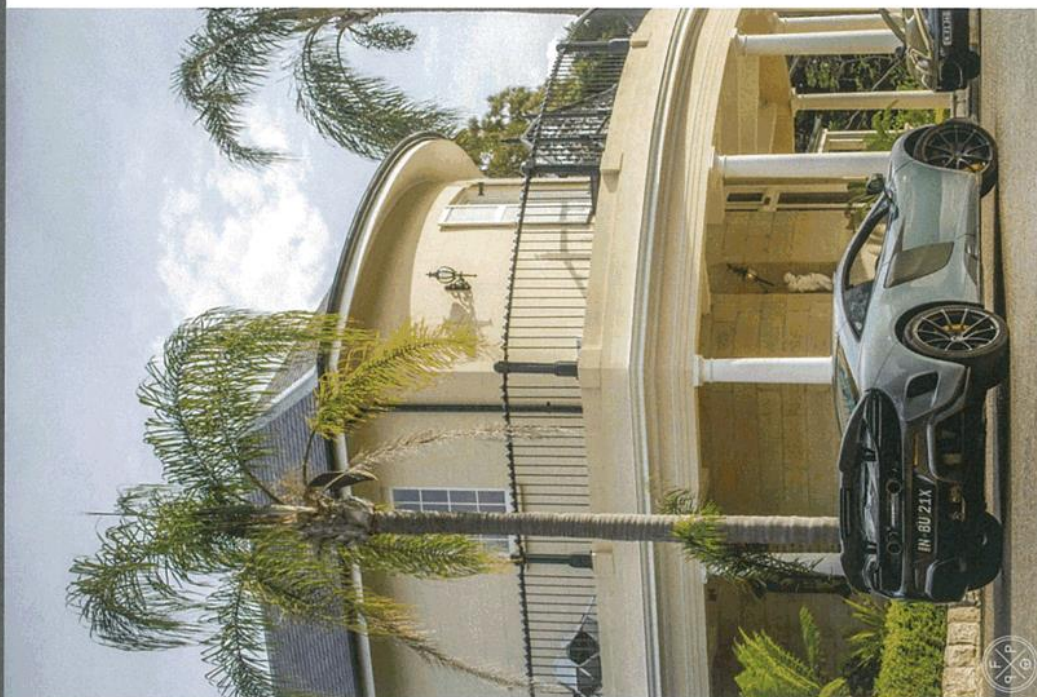
WHO WE ARE & WHAT WE DO

Cars & Coffee Sydney is the leading Australian organiser of automotive events and is the official representative of the international Cars & Coffee group based in Italy and now operating in over 30 countries around the world.

Our events are unique in their format, hosted in bespoke venues with the highest standards of hospitality and as a result we attract some of the world's most desired and exclusive automobiles which makes for an unprecedented experience for all of our guests.

Our vision is to bring likeminded car enthusiasts together from across Sydney on a Sunday morning to appreciate one another's cars over breakfast and a cup of coffee.

We achieve this vision through holding exhibitions of privately owned vehicles in premium locations and inviting the public to join us to share their passion and participate in what is truly a unique experience for all involved.



UPCOMING EVENT – TEMORA PILOT EVENT

THE EVENT

Held over three days, this event will serve as a pilot/test event to understand how future events would run should they be organised at a larger scale both in terms of the driving event on the runway as well engaging with the town of Temora



THE VENUE

Temora, NSW

PROPOSED EVENT PROGRAM

- Friday Midday – Guests depart Sydney en route to Temora
- Friday afternoon/evening – Arrival into Temora; guest check into accommodation
- Saturday – Runway event at Temora Airport
- Sunday Morning – Cars & Coffee style display with catering at Temora Aviation Museum and depart Temora following this with our guests encouraged to explore Temora and its surrounds for the rest of the day before returning to Sydney



EVENT PARTNERS

At Cars & Coffee we pride ourselves on running high quality events and rely on our reputation to do so in order to successfully host events into the future. As a result of our reputation we have been fortunate enough to engage with a number of event partners who continue to support our events and will be invited to join us should this pilot event be successful and we run the Temora event at a larger scale so that they are able to invite their clients.



1. ENGINEERING TECHNICAL MANAGER

Engineering Technical Manager informed the meeting that the Temora Shire Council Works Engineer Mr Bimal Shah had resigned his position from Council and will finish in November. Engineering Technical Manager stated that the current Airport works would continue as per current schedule and he would likely take on management of the works. Any future email correspondence is requested to include rfisher@temora.nsw.gov.au

4 CLOSE MEETING

The Meeting closed at 7:20pm.

This is the minutes of the Aerodrome Users Committee meeting held on Tuesday 13 October 2020.

.....

GENERAL MANAGER

.....

CHAIRMAN

7 DELEGATES REPORTS**1. CR WIENCKE**

Sat in on a presentation from Inland Rail from Illabo to Stockinbingal. It is pretty well on track to commence next year.

2. CR FIRMAN

REROC Executive meeting will be held Friday 23 October 2020

Country Mayors meeting will be held in Sydney on the 6 November 2020 and this will be the AGM. Received a call from Parkes Mayor Ken Keith advising he will be standing for the Chairmans role.

3. CR SMITH

Attended the Springdale Progress Association meeting and all is good with the Committee. Discussion was held on the change of speed limit, and the residents are happier that it is going to be 60kmp and not 50kmp.

Temora Arts & Crafts Committee will be holding the AGM on Saturday 17 October 2020 and if another Councillor could attend as Cr Smith will be an apology.

8 MAYORAL REPORT**8.1 MAYORS REPORT - SEPTEMBER 2020****File Number:** REP20/1090**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** Nil**REPORT**

1st September – I spoke with former Mayor of Temora Municipal Council, Mr Ian McCrae.

- I had a meeting with Chief Executive of Riverina Eastern Regional Organisation of Councils (REROC), Mrs Julie Briggs.

2nd September – I had a lengthy teleconference with our NSW Member for Cootamundra, Ms Steph Cooke MP. We discussed countless issues and I'm most grateful we have her as our State MP.

3rd September – I had a meeting with the Secretary of the Temora & District Education Fund, Mrs Sue Wylie. Our TDEF Grants are currently open and will close on 31st October.

4th September – I had a lengthy sitting of the NSW Local Government Boundaries Commission. We continue to work on our report to the NSW Local Government Minister, re: De-Merger Proposals for Snowy Valleys and Cootamundra-Gundagai Regional Councils.

7th September – I chaired the Temora Local Health Advisory Committee meeting, held at Temora District Hospital.

8th September – Councillors, Senior Staff and I attended our Council Committee Day. What a lengthy day it was but a great deal accomplished. We had a tour of the various Stronger Country Community Projects and Drought Communities Fund. A most exciting time in Temora Shire.

- I had a teleconference with our Federal Member for Riverina, the Hon Michael McCormack MP.

10th September – The Deputy Mayor (Cr Sinclair), Cr Wiencke, Cr McLaren, Director of Administration & Finance (Mrs Elizabeth Smith) and I attended a productive Workshop for the Temora Agricultural Innovation Centre (TAIC).

- I attended a meeting with our much loved, Mrs Pat Thomas OAM, together with our Pinnacle Services Manager, Mrs Sheree Axtell.

12th September – I had the pleasure of presenting Mr Peter James, first Temora Shire President, with the rare honour of 'Freedom of Temora Shire' Award. An intimate gathering assembled at the Temora Memorial Town Hall to honour Mr James and his contributions to Temora Shire. It was also a pleasure for Council to host our Deputy Prime Minister and Federal Member for

Riverina, the Hon. Michael McCormack MP, NSW Member for Cootamundra, Ms Steph Cooke MP, together with former Mayors and Shire Presidents. Temora Shire owes a great deal to Mr James – who has had vital support from his wife, Mrs Lynnette James, and children Clayton and Edwina.

14th September – I attended the Temora Shire Council Chambers.

- I attended a sitting of the NSW Local Government Boundaries Commission. We have spent a lot of time working on the De-Merger Proposals of Snowy Valleys Council and Cootamundra-Gundagai Regional Council.
- I had a teleconference with NSW Member for Cootamundra, Ms Steph Cooke MP.

16th September – As President of the Temora West Public School Council, I chaired a special meeting with our Student Leaders, held at the Council Chambers. Cr Max Oliver also attended, as a member of the School Council, together with other members. The Student Leaders conducted themselves very well indeed.

There will be a Reception held in October for all our five school Student Captains/SRC Presidents, with NSW Member for Cootamundra, Ms Steph Cooke MP, as our special guest.

17th September – I conducted a ‘Minute with the Mayor’ with former Citizen of the Year, Mrs Valerie Bent. Nominations are currently open now for our three categories. All of us can think of someone who gives so much of their time to help Temora Shire.

- I attended the Council Chambers.
- Councillors, Senior Staff and I attended our Council meeting, where we elected our Mayor and Deputy Mayor for the one year. I was deeply honoured to be re-elected as Mayor of Temora Shire for my ninth term. Our Deputy Mayor, Cr Graham Sinclair was appointed to his 12th year in the role. We have a good Council and dedicated staff – and we will all work hard for the next 12 months – for the benefit of our Shire community.

18th September – I attended the Council Chambers for meetings.

- I chaired the REROC Executive meeting, via ZOOM videoconferencing.
- I had an interview with the Temora Independent.

21st September – I attended Council chambers to complete my REROC Chairman’s annual report.

- I had a photo session with Temora District Hospital’s Mrs Julie Doolan. I recently presented Mrs Doolan with her 20 year service badge, in my role as Chairman of the Temora Local Health Advisory Committee (LHAC).
- I had a teleconference with Federal Member for Riverina, the Hon Michael McCormack MP.

22nd September – I attended a sitting of the NSW Local Government Boundaries Commission.

- I had an interview with the Temora Independent.
- I chaired the Temora Police & Community Committee meeting, with Deputy Chairman, Cr Max Oliver also in attendance with several other members.

23rd September – I attended a meeting of the St Paul's Anglican Church Parish Council.

- I had a meeting with RERO Chief Executive, Mrs Julie Briggs.

24th September – I chaired the annual general meeting of the Temora & District Education Fund. We elected a strong, 16-member Board, with new members of the team including Dr Wayne Lehmann OAM and Mr Bruce Robinson. We also farewelled retiring Board member, Mr John Morton. I was proud to have been re-elected President, with my good friend and Deputy Mayor, Cr Graham Sinclair re-appointed as Deputy President. We acknowledge the Director of Administration & Finance, Mrs Elizabeth Smith, who chaired the elections. Mrs Smith was TDEF's Foundation Treasurer. Applications for this year's round of grants close on 31st October.

25th September – I had a teleconference with Federal Member for Riverina, the Hon Michael McCormack MP.

- I had a teleconference with our Local Government NSW President, Cr Linda Scott.

28th September – Cr Max Oliver, the General Manager (Mr Lavelle) and I attended a Crop tour with BFB Pty Ltd's General Manager, Mr Stuart Wiencke. This was an eye-opener and most impressive. We thank Mr Wiencke and his staff for their generosity and hospitality.

- I had a teleconference with the NSW Member for Cootamundra, Ms Steph Cooke MP.

29th September – I attended Council Chambers.

30th September – I had interview with Poppy & Leigh from Triple M Riverina re: all things Temora Shire.

- The General Manager (Mr Lavelle) and I had meetings with our NSW Member for Cootamundra, Ms Steph Cooke MP.
- Councillors, Senior Staff and guests attended the official opening of the playground equipment upgrade at Gloucester Park. Ms Steph Cooke MP carried out the honours for the \$190,000 upgrade. Council warmly thanks Ms Cooke and the NSW Government for the 'game changing' Stronger Country Communities Grant Fund, Project Managers, Mrs Claire Golder (Town Planner) and Mr Robert Fisher (Engineering Technical Manager) and all our staff and local businesses involved with this tremendous upgrade.
- I was honoured to have attended the Funeral of Cr Lindy Reinhold's Mother, the late Helen Reinhold.
- I attended a sitting of the NSW Local Government Boundaries Commission to further consider the De-Merger proposals of Snowy Valleys and Cootamundra-Gundagai Regional Councils.

RESOLUTION 204/2020

Moved: Cr Dale Wiencke

Seconded: Cr Graham Sinclair

It was resolved that the Mayoral report be noted.

CARRIED

Report by Mayor R B Firman OAM

9 STAFF REPORTS

RESOLUTION 205/2020

Moved: Cr Dennis Sleigh

Seconded: Cr Max Oliver

It was resolved that Council receive Staff reports.

CARRIED

10 GENERAL MANAGER**10.1 CALENDAR OF EVENTS - OCTOBER 2020****File Number:** REP20/1087**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** Nil**OCTOBER**

- 6 Committee meetings
- 15 Council meeting
- 23 REROC & JO meetings
- 29 New Residents Dinner – Bundawarra Centre

NOVEMBER

- 6 Country Mayors - Sydney
- 10 Committee meetings
- 13 Cootamundra Summit - Harden
- 19 Council meeting
- 23 LGNSW Conference - Virtual

RESOLUTION 206/2020**Moved:** Cr Kenneth Smith**Seconded:** Cr Graham Sinclair

It was resolved that the Calendar of Events be noted.

CARRIED

10.2 2019/2020 RESPONSE TO THE COMMUNITY STRATEGIC PLAN**File Number:** REP20/1101**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Community Strategic Plan 2019-2020 [↓](#) **REPORT**

The Delivery Plan is the response by Council to the Community Strategic Plan (CSP). Attached is a summary of actions taken by Council in the 2019/2020 Financial Year to address the issues raised in the Community Strategic Plan.

The 2019/2020 Response to the Community Strategic Plan is presented to Council for consideration.

RESOLUTION 207/2020

Moved: Cr Dennis Sleigh

Seconded: Cr Kenneth Smith

It was resolved that Council notes the 2019/2020 Response to the Community Strategic Plan.

CARRIED***Report by Gary Lavelle***



Annual Community Strategic Plan Report 2019/2020

1: Retaining Our Quality of Life

1.1: Ensure there is a continuum of housing and care facilities for the aged

Action Code	Action Name	Responsible Officer Position	Comments
01	Confirm the status of Pinnacle Services as an ongoing concern 1.7	PCS - Manager	Pinnacle Community Services has developed an enviable reputation throughout the region and has undertaken significant expansion in recent times. This has prompted Council to undertake a functional review to ensure that the opportunities are optimised moving forward.
02	Support the development of private Aged Care facilities 3.5	PCS - Manager	Ongoing liaison with the Whiddon Group regarding the Narraburra Lodge expansion. Commencement has halted due to Covid19 but will recommence in 2021
03	Deliver Home and Community Care (HACC) services	PCS - Manager	Pinnacle Community Services continues to provide a full range of home care, respite and NDIS services.
04	Support the development of "The Peppers" senior housing project at Arian Park to meet the growing needs of the community.	General Manager	Council has assisted the development of The Peppers through allocation of grants and a loan to enable the construction of 2 new units
05	Assist the provision of Aged Care facilities within Temora Shire 3.4	PCS - Manager	Support given to Whiddon Homes through advocacy to government. Additionally, Council are in early stages of consideration of a seniors living development
06	Provision of My Aged Care Regional Assessment Service 1.4	PCS - Manager	In 2019/20, Pinnacle undertook 113 assessments and has extended the contract to June 2020
07	Supply Home Support Services to the communities of Temora, and other communities for senior residents	PCS - Manager	Pinnacle Community Services is active throughout the entire local government footprint

Action Code	Action Name	Responsible Officer Position	Comments
08	Supply Home Care Packages to the communities of Temora and other communities for senior residents	PCS - Manager	Pinnacle Community Services is active throughout the entire local government footprint
09	Provide information and mechanism to support seniors living	PCS - Manager	Promotion of services provided by Pinnacle Community Services has continued throughout the reporting year through social media, client newsletters, Narraburra News and guest speakers at local service clubs.
99	Advise community of available transport options (1.2), 2.6	PCS - Manager	Promotion of transport services has continued through the reporting year through social media, client newsletters, Narraburra News and guest speakers at local service clubs.
99	Promote Temora Shire as a retirement destination (3.5) 2.3, 2.6	Economic Development Manager	Policy direction of Council
99	Provide mechanisms to allow interaction between stakeholders (2.6) 2.5	Town Planner	Council utilise a number of mechanisms to ensure interaction including, Narraburra News, surveys, website and local newspapers

1.2: Improve public transport to regional centres

Action Code	Action Name	Responsible Officer Position	Comments
01	Advise community of available transport options 1.1, 2.6	PCS - Manager	Promotion of transport services has continued through the reporting year through social media, client newsletters, Narraburra News and guest speakers at local service clubs.

Action Code	Action Name	Responsible Officer Position	Comments
02	Provide information about the ability of those who are transport disadvantaged to use the community bus 1.9, 2.6	PCS - Manager	Promotion of transport services has continued through the reporting year through social media, client newsletters, Narraburra News and guest speakers at local service clubs.

1.3: Encourage the provision of education opportunities, including post school education

Action Code	Action Name	Responsible Officer Position	Comments
01	Maintenance of Schools within Temora Shire	General Manager	Council interacts with schools through various mechanisms and advocate for the retention and expansion of the school offerings
02	Support for students undertaking further education	General Manager	Program undertaken by the Youth Team to ensure transition after school to tertiary study. Council provided 4 scholarships to assist local students in 2019/20. In kind and financial support given to the Temora and District Education Fund. Investigation into the establishment of a training centre or Country University Campus
03	Offer life skills workshop opportunities to both young people and the community 2.5	Youth Officer	
04	Investigate the potential for Council designation as a registered training organisation 1.9, 2.5, 3.5	Community Services Officer	At this stage, it appears that there is little benefit however the concept is under investigation
05	Connect with school contacts and establish good working relationships 2.5, 2.6	Director of Environmental Services	Council interacts through formal and informal mechanisms with the schools on a regular basis

Action Code	Action Name	Responsible Officer Position	Comments
99	Build additional youth teams that allow groups of young people with a common interest to connect and advance their skills (2.5) 2.3	Resigned	Youth Teams operating effectively
99	Include Villages in youth activities (1.5) 2.5	Youth Officer	Policy direction of Council
99	Provide local businesses with the opportunity for training and coaching (3.5)	Economic Development Manager	Undertaken through the partnership with TBEG and Breed, primarily delivered through the Wagga BEC
99	Support community and visitor awareness and appreciation of Temora Shires heritage through preservation and enhancement (3.6) 4.5	Environmental Health Officer	The Heritage Committee has undertaken a number of projects to ensure the conservation of heritage. The committee meets regularly and projects are ongoing.
99	Support local students financially through scholarships (2.5)	General Manager	Council provided 4 scholarships in the past year

1.4: Support and develop the provision of health services

Action Code	Action Name	Responsible Officer Position	Comments
01	Proactively support and promote community mental health facilities	Community Services Officer	Council actively supports mental health programs through advertising and in kind assistance
02	Support the maintenance of services at Temora Hospital	General Manager	Council interacts with the Temora Hospital through various mechanisms and advocate for the retention and expansion of the facility. Several councillors are involved as board members of Temora LHAC
03	Participate in multidisciplinary meetings relating to health and associated issue	Community Services Officer	Council staff attend all meetings of the Interagency group

Action Code	Action Name	Responsible Officer Position	Comments
04	Provision of clear health service information linkages 1.7, 2.6	PCS - Manager	Regular provision of information through Council media outlets
99	Aim to reduce stigma associated with disability (2.3) 1.7	Community Services Officer	There is a deliberate strategy to ensure that disability is mainstreamed. This occurs through the provision of access to all public facilities, inclusion of images and messages regarding disability.
99	Provision of My Aged Care Regional Assessment Service (1.1)	PCS - Manager	In 2019/20, Pinnacle undertook 113 assessments and has extended the contract to June 2020

1.5: Support Village Life

Action Code	Action Name	Responsible Officer Position	Comments
01	Retention of Council personnel at Arianh Park	General Manager	This is a policy position of Council
02	Adopt principle of the provision of services by outreach to Arianh Park	General Manager	Policy direction of Council
03	Maintain an adequate library service to Arianh Park	Library Manager	Ongoing review of the adequacy of the service
04	Hold committee meeting of Council, at a village location annually 2.6	General Manager	This is a policy position of Council
05	Ensure acceptable signage to recognise villages	Engineering Technical Services Manager	Signage to be installed in the current financial year
06	Include Villages in youth activities 1.3, 2.5	Youth Officer	Policy direction of Council

Action Code	Action Name	Responsible Officer Position	Comments
07	Provision of playgrounds in Villages to a safe and contemporary standard New playground installations Harper Park Other projects for future Ariah Park Skate Park Liberty Swing Ariah Park	General Manager	Ariah Park Skate Park to be completed in the current financial year.
08	Review heavy vehicle route around Ariah Park 4.1	Engineering Technical Services Manager	Completed
09	Maintain waste services in the village of Ariah Park 4.2	Director of Environmental Services	Policy decision of Council
10	Maintenance of facilities within Ariah Park Replace ageing concrete around swimming pool * Ariah Park Skate Park Upgrade	Director of Environmental Services	Upgrade to be completed in current financial year
11	Ensure adequate services to villages within Temora Shire * RV Dump point Ariah Park Recreation Ground	Engineering Technical Services Manager	Dump point installed in the current financial year
12	Retention and upgrade of community halls in Temora, Springdale and Ariah Park	Director of Environmental Services	In the past year, all community halls in the LGA have undergone upgrades with the support of Council.

Action Code	Action Name	Responsible Officer Position	Comments
13	Support for village committees to achieve the community aspirations within the limitations of Council resourcing	General Manager	Council provide community committees (\$355) for major villages in Temora Shire
99	Develop a Temora Shire Land Use Strategy 2030 (4.4) 3.5, 5.3, 6.2	Director of Environmental Services	Ongoing project
99	Improvement of drainage within Temora Shire (4.3) Development of a Floodplain Risk Management Plan including 10 year rolling works program	Engineering Technical Services Manager	Included as part of the Temora and Ariah Park Flood Study
99	Proactively seek business opportunities for Temora Shire including its villages (3.5)	Economic Development Manager	Ongoing project
99	Provide public conveniences to a standard acceptable to the community Harper Park upgrade	Director of Environmental Services	Ongoing upgrade program for public conveniences

1.6: Provision of Childcare to meet community needs

Action Code	Action Name	Responsible Officer Position	Comments
01	Support the improvement to existing and new childcare services in Temora Shire	Community Services Officer	Policy decision of Council
02	Promote available childcare and early learning options in Temora Shire including preschools, long day care, family day care and playgroups	Community Services Officer	Inclusion of details in all new resident materials

1.7: Ensure there is a continuum of housing and care for the disabled

Action Code	Action Name	Responsible Officer Position	Comments
01	Ensure that the views of disabled people are represented to Council	PCS - Manager	The use of Access and Equity Committee and Pinnacle Users Committee ensures that the views of disabled people are forwarded and considered
02	Ensure equality of access for disabled people 2.6	PCS - Manager	Primary task of the Access and Equity Committee
03	Provision of accommodation for disabled people	PC_ - Manager	Independent Living facility constructed in the current financial year
04	Supply Home Care Packages to the community of Temora, and other communities for disabled residents	PCS - Manager	Ongoing project
05	Show commitment to Disability Services in Temora Shire	PCS - Manager	Ongoing project
06	Provision of the National Disability Insurance Scheme in Temora Shire	PCS - Manager	Pinnacle provides NDIS services to residents
07	Supply Home Support Services to the community of Temora and other communities for disabled residents	PCS - Manager	Pinnacle provides home support services to residents
99	Aim to reduce stigma associated with disability (2.3) 1.4	Community Services Officer	There is a deliberate strategy to ensure that disability is mainstreamed. This occurs through the provision of access to all public facilities, inclusion of images and messages regarding disability.
99	Confirm the status of Pinnacle Services as an ongoing concern (1.1)	PCS - Manager	Pinnacle Community Services has developed an enviable reputation throughout the region and has undertaken significant expansion in recent times. This has prompted Council to undertake a functional review to ensure that the opportunities are optimised moving forward.

Action Code	Action Name	Responsible Officer Position	Comments
99	Facilitate opportunities for volunteers to enhance the environment and community (2.4) 1.9, 4.5, 6.3	PCS - Manager	Council are committed to ensuring volunteers have opportunities to participate and are valued. This includes participation in Volunteers Week and recognition at specially convened functions including mayoral receptions. Volunteerism is essential to the provision of services and maintenance of lifestyle within Temora Shire.
99	Progress community-based employment opportunities (3.5) 2.3	Engineering Technical Services Manager	Ongoing development of concept with Pinnacle Community Services
99	Provide a welcoming community for new residents (2.3) 1.9	VIC Manager	Council assist by the provision of a new residents dinner and welcome packs.
99	Provision of a mechanism as a means of communication with the Arts Community and delivering arts and cultural product (2.2) 1.9	PCS - Manager	Imagine Temora is designed to be a conduit between Council and the diversity of activities in the arts community. The provision of the Arts Precinct and eventual relocation of the Community Services officer to the facility will improve communication significantly
99	Provision of clear health service information linkages (1.4) 2.6	PCS - Manager	Regular provision of information through Council media outlets

1.8: Provide a safe and supportive living environment for our residents

Action Code	Action Name	Responsible Officer Position	Comments
01	Develop and implement a program aimed at educating residents of regulatory responsibilities	Director of Environmental Services	Program undertaken through regular updates in Narraburra News
02	Ensure that Councillors are aware of regulatory activities	Ranger	Monthly report provided to council on regulatory activities
03	Provide footpath outdoor dining inspections and certificate approvals	Ranger	Ongoing program
04	Utilise all avenues to re-home unwanted companion animals	Ranger	In conjunction with rehoming services and local veterinarian, all possible animals are rehoused
05	Provide a monitoring program of regulated premises eg. beauticians, hairdressers and morticians health	Environmental Health Officer	Ongoing program
06	Provide a monitoring program of food premises annually	Environmental Health Officer	Ongoing program
07	Regulate septic tanks in accordance with Office of Local Government requirements and Councils onsite sewer management policy	Environmental Health Officer	Ongoing program
08	Commitment to road safety and relationship with RMS and adjoining Councils	Road Safety Officer	Maintained RSO program with Bland, Coolamon and Junee Councils
10	Development and implementation of Road Safety Strategic Plan (RSSP)/Action Plan	Road Safety Officer	Ongoing program
11	Provide safe and crime free streets for the residents of urban areas in Temora Shire	General Manager	Provision of CCTV network and close working relationship with Police. Improved LED lighting to be installed in current year.

Action Code	Action Name	Responsible Officer Position	Comments
12	Conduct local public education campaigns across major road safety issues as identified in the RSSP	Road Safety Officer	Ongoing program through RSO
14	Undertake appropriate and acceptable approach to Road Safety Programs	Road Safety Officer	Ongoing program through RSO
15	Investigate the provision of street lighting within Temora Shire 1.9, 3.3	Engineering Technical Services Manager	All luminaires to be replaced with LED technology in current financial year
16	Undertake Footpath upgrade and renewal in accordance with the Footpath Capital Works Program	Engineering Technical Services Manager	Ongoing program
17	Provide emergency services to meet the needs of Temora Shire residents	Engineering Technical Services Manager	Support for all emergency services, involving direct funding and in-kind assistance provided by Council
18	Undertake Cycleway upgrade and renewal in accordance with the Cycleway Capital Works Program	Engineering Technical Services Manager	Ongoing program
19	Undertake Rural Unsealed Roads upgrade and renewal in accordance with the Rural Unsealed Roads Capital Works Program 4.1, 6.1	Engineering Technical Services Manager	Ongoing program
20	Undertake Rural Sealed Roads upgrade and renewal in accordance with the Rural Sealed Roads Capital Works Program 4.1, 6.1	Engineering Technical Services Manager	Ongoing program
21	Undertake Urban Unsealed Roads upgrade and renewal in accordance with the Urban Unsealed Roads Capital Works Program 4.1	Engineering Technical Services Manager	Ongoing program

Action Code	Action Name	Responsible Officer Position	Comments
22	Undertake Urban Sealed Roads upgrade and renewal in accordance with the Urban Sealed Roads Capital Works Program 4.1	Engineering Technical Services Manager	Ongoing program
23	Investigate the provision of access within Temora Shire, including footpaths, ramps and car parking provision 1.9, 3.3	Engineering Technical Services Manager	Current program being conducted in partnership with the Access and Access Committee
24	Undertake Kerb and Gutter upgrade and renewal in accordance with the Kerb and Gutter Capital Works Program 4.3	Engineering Technical Services Manager	Ongoing program
25	Undertake Regional Roads Program in accordance with the determined program 4.1, 6.1	Engineering Technical Services Manager	Ongoing program
26	Ensure residents are not adversely impacted upon by untidy or overgrown lots 4.5	Ranger	Council send owners of overgrown allotments notices annually
27	Regulate swimming pool enclosures in accordance with Swimming Pool regulations	Environmental Health Officer	Ongoing program
99	Develop an appropriate mechanism to deal with Environmental matters (6.3) 2.6, 4.5	Director of Environmental Services	The Environmental Liaison Committee is formed to deal with these issues
99	Monitor illegal waste dumping hot spots within Temora Shire (4.5) 4.2	Ranger	Illegal dumping is monitored and recorded. Ongoing problems are referred for video surveillance
99	Reduce the impacts of litter on our community (4.2) 4.5	Environmental Health Officer	Illegal dumping is monitored and recorded. Ongoing problems are referred for video surveillance

Action Code	Action Name	Responsible Officer Position	Comments
99	Undertake Fixing Country Roads/ Heavy Vehicle Safety and Productivity Program in accordance with the determined program (4.1) 6.1	Engineering Technical Services Manager	Ongoing program
99	Undertake Pavement rehabilitation/ Widening in accordance with the Pavement Rehabilitation/Widening Capital Works Program (4.1) 6.1	Engineering Technical Services Manager	Ongoing program

1.9: Provide services required for excellent livedability in a rural community

Action Code	Action Name	Responsible Officer Position	Comments
01	Provision of services to meet the needs of residents	PCS - Manager	
02	Provide support for external events held in Temora Shire 2.2, 3.5, 3.6	Community Services Officer	Support given by direct cash commitment or in kind support by resolution of council based on benefit to the community, socially and economically
03	Provision of facilities for the conduct of arts and cultural events 2.2, 3.5	Director of Environmental Services	Temora Arts Precinct funded for construction in the current financial year
04	Partner with individuals, organisations and companies to support new resident attraction 3.5	Economic Development Manager	Partner with RDA Riverina through the Country Change program. Participated in Embrace Temora to attract diversity of residents.
06	Provide a welcoming community for new residents	Community Services Officer	Council assist by the provision of a new residents dinner and welcome packs.

Action Code	Action Name	Responsible Officer Position	Comments
07	Retention of Lake Centenary as a premier water sports facility 2.1 Upgrade entrance Sealing of pathway around Lake Centenary Bitumen reseal internal roads and carparks Replace playground at Lake Centenary	Urban Overseer	Playground upgraded in past financial year
08	Support for events within Temora Shire 2.2	Community Services Officer	Support given by direct cash commitment or in-kind support by resolution of council based on benefit to the community, socially and economically
09	Continue to provide a high level of service to the community for all building and planning requirements	Director of Environmental Services	Ongoing program
10	Continue to improve functionality of the cemetery. Heavy patching and sealing of internal road * Update plinths in Lawn Cemetery (2 in alternate years)	Director of Environmental Services	Ongoing program
11	Maintain NRCC House as building suitable for use as a library - 2019/20 Construct outdoor reading room and replace rear steps	Director of Administration and Finance	Reading room construction to occur in current financial year

Action Code	Action Name	Responsible Officer Position	Comments
12	Provision of parks and gardens that meet the needs and expectations of the community - * Installation of Flying Fox in a Temora Park * Playground upgrade Gloucester Park	Director of Environmental Services	Upgrade of Gloucester Park completed including the installation of Flying Fox
14	Ensure adequacy of signage at NRCC House	Library Manager	Review to be conducted
15	Determine the future strategic direction of Temora Library	Library Manager	Ongoing project
16	Provide public conveniences to a standard acceptable to the community Harper Park upgrade	Director of Environmental Services	Ongoing upgrade program for public conveniences
17	Provide facilities for parks and gardens in Temora Shire	Engineering Technical Services Manager	Ongoing program
18	Provide areas to enable pet owners to exercise pets	Director of Environmental Services	Installation of pet friendly facility at Lake Centenary
19	Maintain Temora Memorial Town Hall as a premium event destination	Director of Environmental Services	Upgrade of the Town Hall completed. Covid-19 has had an impact on usage
99	Attract grant funding to assist in the development of the Shire 2.6, 3.5, (7.1)	Economic Development Manager	Ongoing commitment to maximise grant opportunities. 2019/20 was the largest grant program ever undertaken by Council

Action Code	Action Name	Responsible Officer Position	Comments
99	Commitment to the eradication of urban weeds and pests (4.5) 6.3	Director of Environmental Services	Membership of RENWA and continual commitment to weed reduction.
99	Continue relationship with Eastern Riverina Arts (2.2)	Community Services Officer	Ongoing membership maintained and board membership retained
99	Development of Temora Recreation Centre including upgrade plan for Temora Swimming Pool (2.1)	Director of Environmental Services	Significant upgrade work undertaken, including: <ul style="list-style-type: none"> • Entrance upgrade • Installation of waterslide 2020/21 Funds sought for replacement of Olympic Pool
99	Enrich and diversify the visitor experience (3.6) 3.4	VIC Manager	Upgrade of the Bundawarrah Centre in the current financial year and support of tourism operators to enhance the offering. Assisted with the development of the CMCA facility
99	Facilitate opportunities for volunteers to enhance the environment and community (2.4) 1.7, 4.5, 6.3	Environmental Health Officer	Council are committed to ensuring volunteers have opportunities to participate and are valued. This includes participation in Volunteers Week and recognition at specially convened functions including mayoral receptions. Volunteerism is essential to the provision of services and maintenance of lifestyle within Temora Shire
99	Investigate the potential for Council designation as a registered training organisation (1.3) 2.5, 3.5	Community Services Officer	At this stage, it appears that there is little benefit however the concept is under investigation

Action Code	Action Name	Responsible Officer Position	Comments
99	Investigate the provision of access within Temora Shire, including footpaths, ramps and car parking provision (1.8) 3.3	Engineering Technical Services Manager	Current program being conducted in partnership with the Access and Access Committee
99	Investigate the provision of street lighting within Temora Shire (1.8) 3.3	Engineering Technical Services Manager	All luminaires to be replaced with LED technology in current financial year
99	Provide information about the ability of those who are transport disadvantaged to use the community bus (1.2) 2.6	PCS - Manager	Promotion of transport services has continued through the reporting year through social media, client newsletters, Narraburra News and guest speakers at local service clubs.
99	Provision of a mechanism as a means of communication with the Arts Community and delivering arts and cultural product (2.2) 1.7	General Manager	Imagine Temora is designed to be a conduit between Council and the diversity of activities in the arts community. The provision of the Arts Precinct and eventual relocation of the Community Services officer to the facility will improve communication significantly
99	Review public art in Temora Shire (2.2)	Community Services Officer	Ongoing project

Action Code	Action Name	Responsible Officer Position	Comments
99	Support local arts through the conduct of exhibitions (2.2)	General Manager	<p>Council conduct an annual Art Prize.</p> <p>2019 Exhibition astounding success with exhibition entries increased. 167 entries received and the venue ran out of hanging system .</p> <p>Please note the event has enjoyed increased interest from community, the 2019 event received new and valuable community sponsorship with the 2020 event set to receive as same</p> <p>In past years, Council has hosted the Bald Archys Exhibition and supported other local exhibitions</p>

2: Engaging and Supporting the Community

2.1: Provision of Sport facilities that are well maintained, planned and meet the expectations of the community

Action Code	Action Name	Responsible Officer Position	Comments
01	Provision of playgrounds in Temora Shire to a safe and contemporary standard Investigate electronic playground maintenance management systems New playground installations Flying Fox Harper Park Other projects for future Callaghan Park Ariah Park Skate Park Gloucester Park Adventure Playground Liberty Swing Ariah Park	Urban Overseer	Recent upgrades include: <ul style="list-style-type: none"> • Gloucester Park (including Flying Fox) • Ariah Park Skate Park • Lake Centenary

02	<p>Provision of sporting grounds that meet the needs of Temora Shire residents Future Sporting Projects</p> <p>Bob Aldridge Park top dressing and drainage</p> <p>* Purchase of additional land around Nixon Park to enable future expansion</p> <p>Upgrade Canteen facilities at Ariaiah Park Recreation Ground</p> <p>Security gates and feature wall signage at Nixon Park</p> <p>Wet weather cover over entry at Nixon Park</p> <p>Biennial review of maintenance service levels</p> <p>Top dressing and reshape Nixon Park No 2</p> <p>Modifications to amenities and change rooms at Nixon Park</p> <p>Athletics area upgrade at Nixon Park (subject to grant funding)</p> <p>Seal carparks for athletics and netball at Nixon Park (subject to grant funding)</p> <p>Upgrade of lighting of Netball courts at Nixon Park (subject to grant funding)</p> <p>Widening and resurfacing of netball courts at Nixon Park (subject to grant funding)</p> <p>Australian Rules interchange seating at Nixon Park</p>	Engineering Technical Services Manager	<p>Recent upgrades completed or currently underway include:</p> <ul style="list-style-type: none"> • Upgrade of canteen facilities at Ariaiah Park Recreation Ground • Modification to amenities at Nixon Park • Resurface of netball courts at the Oval • Redevelopment of clubhouse – Nixon Park
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Action Code	Action Name	Responsible Officer Position	Comments
	<p>(subject to grant funding)</p> <p>Resurface the Netball Courts at the Oval</p> <p>Disassembly of Australian Rules Grand Stand (subject to grant funding)</p> <p>Modification and expansion of Australian Rules Club House at Nixon Park</p> <p>Diversion of vehicle egress for extended Australian Rules Club House and removal of trees at Nixon Park (subject to grant funding)</p> <p>Facilities signage upgrade at Nixon Park (subject to grant funding)</p>		
03	Development of Temora Recreation Centre including upgrade plan for Temora Swimming Pool 1.9	Director of Environmental Services	<p>Significant upgrade work undertaken, including:</p> <ul style="list-style-type: none"> • Entrance upgrade • Installation of waterslide 2020/21 <p>Funds sought for replacement of Olympic Pool</p>
04	Provide suitable policies to oversee the management of Council's sports facilities	Engineering Technical Services Manager	Ongoing program

Action Code	Action Name	Responsible Officer Position	Comments
05	Maintain sports facilities in a condition that meets the needs of users	Engineering Technical Services Manager	Ongoing program
06	Address access and inclusion in the sports facility strategy	Engineering Technical Services Manager	This is a key priority of the Access and Equity committee. Improvements in a number of areas, including playgrounds and parks and gardens have been made.
99	Retention of Lake Centenary as a premier water sports facility (1.9) Upgrade entrance Sealing of pathway around Lake Centenary Bitumen reseal internal roads and carparks Replace playground at Lake Centenary	Urban Overseer	Playground upgraded in financial year

2.2: Provide support for the development of arts and cultural activities

Action Code	Action Name	Responsible Officer Position	Comments
01	Support Temora Arts Community in accessing grant funding or other means to redevelop the Scout Hall into an arts precinct	General Manager	Funding secured. Construction to commence in current financial year

Action Code	Action Name	Responsible Officer Position	Comments
02	Retention and upgrade of community halls in Temora, Springdale and Ariah Park	Director of Environmental Services	In the past year, all community halls in the LGA have undergone upgrades with the support of Council.
03	Support all arts and cultural events within the framework determined by Council 2.3, 2.6	Community Services Officer	Support given by direct cash commitment or in kind support by resolution of council based on benefit to the community, socially and economically
04	Review public art policy in Temora Shire 1.9	Community Services Officer	Ongoing project
05	Continue relationship with Eastern Riverina Arts 1.9	Community Services Officer	Ongoing membership maintained and board membership retained
06	Provision of a mechanism as a means of communication with the Arts Community and delivering arts and cultural product 1.7, 1.9	Community Services Officer	Imagine Temora is designed to be a conduit between Council and the diversity of activities in the arts community. The provision of the Arts Precinct and eventual relocation of the Community Services officer to the facility will improve communication significantly
07	Support local arts through the conduct of exhibitions 1.9	Community Services Officer	Council conduct an annual Art Prize. 2019 Exhibition astounding success with exhibition entries increased. 167 entries received and the venue ran out of hanging system . Please note the event has enjoyed increased interest from community, the 2019 event received new and valuable community sponsorship with the 2020 event set to receive as same . In past years, Council has hosted the Bald Archys Exhibition and supported other local exhibitions

Action Code	Action Name	Responsible Officer Position	Comments
08	Support and encourage cultural activities	Community Services Officer	Significant improvements in recent years including: <ul style="list-style-type: none"> • Development of Temora Arts Precinct • Arts promotions including Temora Arts Prize
09	Provide programs that benefit the youth of Temora Shire through education, social interaction or personal development	Youth Officer	Numerous activities including: <ul style="list-style-type: none"> • school holiday program • Youth teams • Mentoring programs
99	Establishment of Youth action teams (2.5)	Youth Officer	Youth Teams operating effectively
99	Provide support for external events held in Temora Shire (1.9) 3.5, 3.6	Community Services Officer	Support given by direct cash commitment or in-kind support by resolution of council based on benefit to the community, socially and economically
99	Provision of facilities for the conduct of arts and cultural events (1.9) 3.5	Director of Environmental Services	Temora Arts Precinct funded for construction in the current financial year
99	Support for events within Temora Shire (1.9)	Community Services Officer	Support given by direct cash commitment or in-kind support by resolution of council based on benefit to the community, socially and economically

2.3: Encourage a welcoming, caring, inclusive and tolerant community that welcomes new residents from all backgrounds

Action Code	Action Name	Responsible Officer Position	Comments
01	Provide a welcoming community for new residents 1.7	Community Services Officer	Council assist by the provision of a new residents dinner and welcome packs.
02	Aim to reduce stigma associated with disability 1.4, 1.7	Community Services Officer	There is a deliberate strategy to ensure that disability is mainstreamed. This occurs through the provision of access to all public facilities, inclusion of images and messages regarding disability.
03	Improve Council employment conditions and opportunities for people with disabilities 3.5	Human Resources Officer	Ongoing program
04	Commitment to the Council sister cities of: Uppington South Africa, Izumizaki Japan, Randwick, Australia	Community Services Officer	Sister City Committee operating effectively
05	Show commitment to Disability Services in Temora Shire	PCS - Manager	Pinnacle commitment to disability services is ongoing and expanding
99	Build additional youth teams that allow groups of young people with a common interest to connect and advance their skills (2.5) 1.3	Youth Officer	Youth Teams operating effectively
99	Progress community-based employment opportunities (3.5) 1.7	Engineering Technical Services Manager	Ongoing development of concept with Pinnacle Community Services
99	Promote Temora Shire as a retirement destination (3.5) 1.1, 2.6	Communications Officer	Policy direction of Council
99	Provide events to assist in the attraction of new residents (2.3)	Community Services Officer	Support given by direct cash commitment or in-kind support by resolution of council based on benefit to the community, socially and economically

Action Code	Action Name	Responsible Officer Position	Comments
99	Provide sufficient accessible car parking spaces (3.3)	Engineering Technical Services Manager	Referred to Access and Equity Committee for consideration
99	Support all arts and cultural events within the framework determined by Council (2.2) 2.6	Communications Officer	Support given by direct cash commitment or in-kind support by resolution of council based on benefit to the community, socially and economically

2.4: Support volunteers within the community

Action Code	Action Name	Responsible Officer Position	Comments
01	Advise residents of specific volunteering opportunities within the community	Communications Officer	Regular updates in Narraburra News
02	Acknowledge the valuable role that volunteers play in the community	Communications Officer	Council are committed to ensuring volunteers have opportunities to participate and are valued. This includes participation in Volunteers Week and recognition at specially convened functions including mayoral receptions. Volunteerism is essential to the provision of services and maintenance of lifestyle within Temora Shire
03	Grow the number of local jobs available to an increasing population	Communications Officer	Included as a focus in the Economic Development Plan

Action Code	Action Name	Responsible Officer Position	Comments
04	Facilitate opportunities for volunteers to enhance the environment and community 1.7, 1.9, 4.5, 6.3	Environmental Health Officer	Council are committed to ensuring volunteers have opportunities to participate and are valued. This includes participation in Volunteers Week and recognition at specially convened functions including mayoral receptions. Volunteerism is essential to the provision of services and maintenance of lifestyle within Temora Shire.
99	Acknowledge the efforts of young people both publicly and electronically (2.5)	General Manager	Key focus of the communications function. Also supported by the Young Citizen of the Year program

2.5: Support and develop the Youth of our community

Action Code	Action Name	Responsible Officer Position	Comments
	Develop and deliver programs that meet the needs of Youth	Youth Officer	
01	Support the establishment of food outlets favoured by Youth	Youth Officer	Council cannot involve itself in promotion of industry against local competition
02	Development of leadership within young people	Youth Officer	Established the Youth Leadership Team, providing a leadership outlet for young people
03	Explore opportunities to share resources and information for Youth between Councils (REROC)	Youth Officer	Temora Council participates in all regional youth events
04	Use social media to provide feedback on the needs of Youth	Youth Officer	The youth function have a Facebook page and are well promoted through the communication function
05	Ensure Youth programs are equitable to all sections of the Temora Shire	Youth Officer	Equity of access to the programs is a focus of the Council

Action Code	Action Name	Responsible Officer Position	Comments
07	Promote Platform Y as an inclusive and safe space for young people	Youth Officer	Platform Y is the home of the youth function. In recent times, the Youth Officer has relocated to the facility. The safety of young people is a key priority
08	Acknowledge the efforts of young people both publicly and electronically	Youth Officer	Conscious effort to promote Youth activity through Council media channels
10	Continue to develop pathways to connect the Youth Officer to young people, parents and community 2.6	Youth Officer	Youth Officer maintains contact with schools and regional youth organisations. Platform Y is an excellent vehicle to maintain communication
11	Build additional youth teams that allow groups of young people with a common interest to connect and advance their skills 1.3, 2.3	Youth Officer	Youth Teams operating effectively
13	Support local students financially through scholarships 1.3	General Manager	Council provided 4 scholarships in the past year
99	Advise community of available transport options (1.2) 1.1, 2.6	PCS - Manager	Promotion of transport services has continued through the reporting year through social media, client newsletters, Narraburra News and guest speakers at local service clubs.
99	Connect with school contacts and establish good working relationships (1.3) 2.6	Youth Officer	Council interacts through formal and informal mechanisms with the schools on a regular basis
99	Include Villages in youth activities (1.5) 1.3	Youth Officer	Policy direction of Council
99	Investigate the potential for Council designation as a registered training organisation (1.3) 1.9, 3.5	Community Services Officer	At this stage, it appears that there is little benefit however the concept is under investigation
99	Offer life skills workshop opportunities to both young people and the community (1.3)	Youth Officer	Ongoing programs Policy direction of Council

Action Code	Action Name	Responsible Officer Position	Comments
99	Provide mechanisms to allow interaction between stakeholders (2.6) 1.1	Town Planner	Council utilise a number of mechanisms to ensure interaction including, Narraburra News, surveys, website and local newspapers

2.6: Maintain regular communication with residents

Action Code	Action Name	Responsible Officer Position	Comments
01	Continue Narraburra News and maintain Council website	Communications Officer	
02	Ensure that feedback is available on the community view of Council service by a Resident Satisfaction Survey within the term of each Council	General Manager	Commitment to conduct survey in this term of Council
04	Commitment to Section 355 Community Committees to provide communication avenue between Council and Community	General Manager	Review conducted of S355 Committees. New guidelines developed which will ensure support is given to the committees
05	Take advantage of emerging trends and technologies	IT Officer	Ongoing program
06	Maintain a strict Communications Policy that outlines the roles of websites, social media and publications	Communications Officer	Policy in place and adhered to
07	Maintain currency of information on Council websites and Social Media	Communications Officer	Ongoing program
08	Commitment to digital media as a means of information flow with residents	Communications Officer	Ongoing program
09	Provide mechanisms to allow interaction between stakeholders 1.1, 2.5	Town Planner	Council utilise a number of mechanisms to ensure interaction including, Narraburra News, surveys, website and local newspapers

Action Code	Action Name	Responsible Officer Position	Comments
99	Advise community of available transport options (1.2), 1.1	PCS - Manager	Promotion of transport services has continued through the reporting year through social media, client newsletters, Narraburra News and guest speakers at local service clubs.
99	Attract grant funding to assist in the development of the Shire (1.9) 3.5	Economic Development Manager	Ongoing commitment to maximise grant opportunities. 2019/20 was the largest grant program ever undertaken by Council
99	Connect with school contacts and establish good working relationships (1.3) 2.5	Director of Environmental Services	Council interacts through formal and informal mechanisms with the schools on a regular basis
99	Continue to develop pathways to connect the Youth Officer to young people, parents and community (2.5)	Communications Officer	Youth Officer maintains contact with schools and regional youth organisations. Platform Y is an excellent vehicle to maintain communication
99	Develop an appropriate mechanism to deal with Environmental matters (6.3) 1.8, 4.5	Director of Environmental Services	The Environmental Liaison Committee is formed to deal with these issues

Action Code	Action Name	Responsible Officer Position	Comments
99	<p>Develop the facilities at the Temora Rural Museum and Bundawarrah Centre (3.6)</p> <p>Erect new tractor shed</p> <p>* Bundawarrah Centre (VIC) Design changes</p> <p>Construct bridge over dam</p> <p>Create gold panning activity</p> <p>Landscape Bundawarrah Centre Zone 1</p> <p>Temora Ambulance Museum Plan and studies</p> <p>Landscape zone 2 (western allotments)</p> <p>Landscape zone 3 (eastern allotments)</p> <p>Re-develop the Marge Fouracre Gallery</p> <p>Temora Ambulance Museum construction</p> <p>Museum virtual tour</p> <p>Textile exhibition re-development Digital catalogue of Rural Museum collections</p>	Rural Museum Manager	Temora Shire Council has undertaken a number of projects identified in the Delivery Plan. These include adoptions of design changes, erection of new tractor shed and commitment of funds to the construction of a bridges over dam.
99	Hold a committee meeting of Council annually at a village location (1.5)	General Manager	This is a policy position of Council

Action Code	Action Name	Responsible Officer Position	Comments
99	Ongoing support for Temora Agricultural Innovation Centre (6.3) 3.5 Reseal internal sealed roads Provide creek crossing to enable internal movement Internal gravel road construction from creek crossing Construction of new sheep yards	Director of Administration and Finance	The ongoing support for the TAIC is currently under review. It is intended that a new arrangement will be in place before the new financial year.
99	Promote Temora Shire as a retirement destination (3.5) 1.1, 2.3	Communications Officer	Policy direction of Council
99	Provide information about the ability of those who are transport disadvantaged to use the community bus (1.2) 1.9	PCS - Manager	Promotion of transport services has continued through the reporting year through social media, client newsletters, Narraburra News and guest speakers at local service clubs.
99	Provision of clear health service information linkages (1.4) 1.7	PCS - Manager	Regular provision of information through Council media outlets
99	Support all arts and cultural events within the framework determined by Council (2.2) 2.3	Community Services Officer	Support given by direct cash commitment or in-kind support by resolution of council based on benefit to the community, socially and economically
99	Support for NBN and other carriers to provide improved coverage (3.1) 5.1, 6.1	Economic Development Manager	Ongoing program

3: Building our Shire Economy

3.1: Improve telecommunications within the Shire

Action Code	Action Name	Responsible Officer Position	Comments
01	Support the provision of public Wi-Fi by private providers 3.6	Economic Development Manager	Council are supportive of the concept however there has been no progress made in this area. The provision of Wi-fi at private business premises has reduced the demand for the service
02	Support for NBN and other carriers to provide improved coverage 2.6, 5.1, 6.1	Economic Development Manager	Ongoing program

3.2: Seek affordable housing options for all residents

Action Code	Action Name	Responsible Officer Position	Comments
01	Encourage the provision of affordable rental accommodation	Economic Development Manager	Ongoing program
02	Investigate options for Council to assist with the provision of affordable housing	Economic Development Manager	Council are currently conducting a study and undertaking discussions with government on the issue of affordable housing
99	Plan for the possibility of a sudden upsurge in investment and population which may result from a large employer (3.5)	Economic Development Manager	Significant planning is occurring to meet expected demand. This will involve commercial partners and government

3.3: Provide adequate parking to meet the needs of Temora Shire residents

Action Code	Action Name	Responsible Officer Position	Comments
01	Develop off street parking in Temora CBD	Engineering Technical Services Manager	Provision of parking adjacent the Masoonic Lodge and planned improvements to the car park at the rear of the Council Chambers
02	Provide adequate long vehicle parking in Temora Shire	Engineering Technical Services Manager	Improvements made to the provision of long vehicle parking in Victoria St and adjacent McDonalds
03	Provide sufficient accessible car parking spaces 2.3	Engineering Technical Services Manager	Referred to Access and Equity Committee for consideration
99	Investigate the provision of access within Temora Shire, including footpaths, ramps and car parking provision (1.8) 1.9	Engineering Technical Services Manager	Referred to Access and Equity Committee for consideration
99	Investigate the provision of street lighting within Temora Shire (1.8) 1.9	Engineering Technical Services Manager	All luminaires to be replaced with LED technology in current financial year

3.4: Ensure accommodation in Temora Shire meets standards in terms of quantity

Action Code	Action Name	Responsible Officer Position	Comments
01	Support the provision of a range of accommodations options within Temora Shire	Economic Development Manager	Regular contact with suppliers and investigation of complaints received
02	Ensure quality and quantity of accommodation in Temora meets the needs of stakeholders 3.6	VIC Manager	Regular contact with suppliers and investigation of complaints received

Action Code	Action Name	Responsible Officer Position	Comments
99	Assist the provision of Aged Care facilities within Temora Shire (1.1)	Director of Administration and Finance	Support given to Whiddon Homes through advocacy to government. Additionally, Council are in early stages of consideration of a seniors living development
99	Enrich and diversify the visitor experience (3.6) 1.9	VIC Manager	Upgrade of the Bundawarra Centre in the current financial year and support of tourism operators to enhance the offering. Assisted with the development of the CMCA facility

3.5: Strengthen the Temora Shire Economy

Action Code	Action Name	Responsible Officer Position	Comments
01	Diversify the economy and provide employment by attracting non agriculture-based industry	Economic Development Manager	Working with a number of businesses in other sectors including aviation, food production, advanced manufacturing, waste management, renewable energy, education, tourism and retail
02	Provide local businesses with the opportunity for training and coaching 1.3	Economic Development Manager	Undertaken through the partnership with TBEG and Breed, primarily delivered through the Wagga BEC
03	Support local businesses at every opportunity Support of TBEG	Economic Development Manager	Ongoing support of TBEG financial and in kind
05	Progress community-based employment opportunities 1.7, 2.3	Engineering Technical Services Manager	Ongoing development of concept with Pinnacle Community Services

Action Code	Action Name	Responsible Officer Position	Comments
06	Encourage local industries to collaborate on new initiatives	Economic Development Manager	Through the association with TBEG, Council participate in the Temora Unearthed program.
07	Plan for the possibility of a sudden upsurge in investment and population which may result from a large employer 3.2	Economic Development Manager	Significant planning is occurring to meet expected demand. This will involve commercial partners and government
08	Keep State and Federal members informed of Temora's needs and our strategies to meet those needs	Economic Development Manager	Ongoing program
09	Maintain close links with relevant State and Federal Govt. Departments, agencies and Regional Offices.	Economic Development Manager	Ongoing program
10	Encourage the development or relocation of large industry in Temora Shire	Economic Development Manager	Working with a number of businesses in other sectors including aviation, food production, advanced manufacturing, waste management, renewable energy, education, tourism and retail
11	Proactively seek business opportunities for Temora Shire including its villages 1.5	Economic Development Manager	Ongoing project
12	Maintain and strengthen collaboration with businesses and related associations	Economic Development Manager	Ongoing program
13	Lobby for the continual improvement of, and equitable access to, services, transport, communications and utilities for Temora Shire	Economic Development Manager	Ongoing program

Action Code	Action Name	Responsible Officer Position	Comments
14	Promote Temora Shire as a retirement destination 1.1, 2.3, 2.6	Economic Development Manager	Policy direction of Council
99	Attract grant funding to assist in the development of the Shire (1.9) 2.6	Economic Development Manager	Ongoing commitment to maximise grant opportunities. 2019/20 was the largest grant program ever undertaken by Council
99	Develop a Temora Land Use Strategy 2030 (4.4) 1.5, 5.3, 6.2	Director of Environmental Services	Ongoing project
99	Improve Council employment conditions and opportunities for people with disabilities (2.3)	General Manager	Concept developed in association with Pinnacle Community Services
99	Investigate the potential for Council designation as a registered training organisation (1.3) 1.9, 2.5	Community Services Officer	At this stage, it appears that there is little benefit however the concept is under investigation
99	Ongoing support for Temora Agricultural Innovation Centre (6.3) 2.6 Reseal internal sealed roads Provide creek crossing to enable internal movement Internal gravel road construction from creek crossing Construction of new sheep yards	Director of Administration and Finance	The ongoing support for the TAIC is currently under review. It is intended that a new arrangement will be in place before the new financial year.
99	Partner with individuals, organisations and companies to support new resident attraction (1.9) 3.5	Economic Development Manager	Partner with RDA Riverina through the Country Change program. Participated in Embrace Temora to attract diversity of residents.

Action Code	Action Name	Responsible Officer Position	Comments
99	Provide events to assist in the attraction of new residents (2.3)	Economic Development Manager	New residents dinner held
99	Provide support for external events held in Temora Shire (1.9) 2.2, 3.6	Community Services Officer	Support given by direct cash commitment or in-kind support by resolution of council based on benefit to the community, socially and economically
99	Provision of facilities for the conduct of arts and cultural events (1.9) 2.2	Director of Environmental Services	Temora Arts Precinct funded for construction in the current financial year
99	Support the development of private Aged Care facilities (1.1)	PCS - Manager	Support given to Whiddon Homes through advocacy to government. Additionally, Council are in early stages of consideration of a seniors living development

3.6: Support Tourism acknowledging the value it brings to the Temora Shire economy

Action Code	Action Name	Responsible Officer Position	Comments
01	Improvement of Tourism signage within the Temora Shire	Economic Development Manager	Rural Tourism Signage Audit has been completed and sent to the Signage Committee with a list of recommendations. The Urban Signage Audit is still in progress due to the shutdown with the Covid 19 and weather.
02	Ensure tourism product, including brochures are current, relevant and attractive	VIC Manager	Ongoing project
03	Maintain accreditation of the Temora Visitor Information Centre	VIC Manager	Policy direction of Council

Action Code	Action Name	Responsible Officer Position	Comments
04	Ensure signage pertaining to AVIC and CMCA accreditation meet standards	VIC Manager	This is required to maintain accreditation
05	Ensure VIC is modern and meets the needs of users.	VIC Manager	The VIC will be redeveloped in 2020/21
06	Partner with individuals, organisations and companies to support new resident attraction	Economic Development Manager	Partner with RDA Riverina through the Country Change program. Participated in Embrace Temora to attract diversity of residents.

Action Code	Action Name	Responsible Officer Position	Comments
07	<p>Develop the facilities at the Temora Rural Museum and Bundawarrah Centre 2.6</p> <p>Erect new tractor shed</p> <p>* Bundawarrah Centre (VIC) design changes</p> <p>Construct bridge over dam</p> <p>Create gold panning activity</p> <p>Landscape Bundawarrah Centre Zone 1</p> <p>Temora Ambulance Museum Plan and studies</p> <p>Landscape zone 2 (western allotments)</p> <p>Landscape zone 3 (eastern allotments)</p> <p>Re-develop the Marge Fouracre Gallery</p> <p>Temora Ambulance Museum construction</p> <p>Museum virtual tour</p> <p>Textile exhibition re-development Digital catalogue of Rural Museum collections</p>	Rural Museum Manager	Temora Shire Council has undertaken a number of projects identified in the Delivery Plan. These include adoptions of design changes, erection of new tractor shed and commitment of funds to the construction of a bridges over dam.
08	Partner with individuals, organisations and companies to support the growth in the visitor economy	Economic Development Manager	Partner with RDA Riverina through the Country Change program. Participated in Embrace Temora to attract diversity of residents.

Action Code	Action Name	Responsible Officer Position	Comments
09	Enhance and support new and existing tourism events	Economic Development Manager	Developed in association with TBEG although Covid-19 has impacted on the delivery of programs in the past year.
10	Investigate the need and potential opportunities for Temora Shire to offer a multipurpose conferencing and events facility/s	Economic Development Manager	Development of physical facilities including Temora Town Hall and Trefle Shed. Partnering with a local business to attract business conferences.
11	Support community and visitor awareness and appreciation of Temora Shires heritage through preservation and enhancement 1.3, 4.5	Environmental Health Officer	The Heritage Committee has undertaken a number of projects to ensure the conservation of heritage. The committee meets regularly and projects are ongoing.
12	Enrich and diversify the visitor experience 1.9, 3.4	Economic Development Manager	Upgrade of the Bundawarrah Centre in the current financial year and support of tourism operators to enhance the offering. Assisted with the development of the CMCA facility
13	Provide tourism facilities to meet the needs of visitors	General Manager	Upgrade of the Bundawarrah Centre in the current financial year and support of tourism operators to enhance the offering
99	Ensure quality and quantity of accommodation in Temora meets the needs of stakeholders (3.4)	VIC Manager	Regular contact with suppliers and investigation of complaints received
99	Provide support for external events held in Temora Shire (1.9) 2.2, 3.5	Community Services Officer	Support given by direct cash commitment or in-kind support by resolution of council based on benefit to the community, socially and economically
99	Support the provision of public Wi-Fi by private providers (3.1)	Economic Development Manager	Council are supportive of the concept however there has been no progress made in this area. The provision of Wi-fi at private business premises has reduced the demand for the service

4: Preserving Our Beautiful Surrounds

4.1: Create a network of heavy vehicle routes that met the needs of industry and residents

Action Code	Action Name	Responsible Officer Position	Comments
01	Undertake a program of network assessment 6.1	Engineering Technical Services Manager	Ongoing program
02	Develop a policy framework for heavy vehicle access 6.1	Engineering Technical Services Manager	Framework developed in consultation with HV industry, government and Council
03	Commitment to the Alternate Heavy Vehicle Route around Temora 6.1	Engineering Technical Services Manager	Ongoing commitment to project. Have secured a commitment from TfNSW to financially support a detailed study of options
04	Undertake Pavement rehabilitation/ Widening in accordance with the Pavement Rehabilitation/Widening Capital Works Program 1.8, 6.1	Engineering Technical Services Manager	Ongoing program
05	Undertake Fixing Country Roads/ Heavy Vehicle Safety and Productivity Program in accordance with the determined program 1.8, 6.1	Engineering Technical Services Manager	Ongoing program
99	Review heavy vehicle route around Ariah Park (1.5)	Engineering Technical Services Manager	Completed
99	Undertake Regional Roads Program in accordance with the determined program (1.8) 6.1	Engineering Technical Services Manager	Ongoing program

Action Code	Action Name	Responsible Officer Position	Comments
99	Undertake Rural Sealed Roads upgrade and renewal in accordance with the Rural Sealed Roads Capital Works Program (1.8) 6.1	Engineering Technical Services Manager	Ongoing program
99	Undertake Rural Unsealed Roads upgrade and renewal in accordance with the Rural Unsealed Roads Capital Works Program (1.8) 6.1	Engineering Technical Services Manager	Ongoing program
99	Undertake Urban Sealed Roads upgrade and renewal in accordance with the Urban Sealed Roads Capital Works Program (1.8)	Engineering Technical Services Manager	Ongoing program
99	Undertake Urban Unsealed Roads upgrade and renewal in accordance with the Urban Unsealed Roads Capital Works Program (1.8)	Engineering Technical Services Manager	Ongoing program

4.2: Introduce an environmentally, socially and economically responsible waste policies

Action Code	Action Name	Responsible Officer Position	Comments
02	Respond to community and Government demands for the provision of suitable recycling services within Temora Shire	Director of Environmental Services	Ongoing review
03	Reduce the impacts of litter on our community 1.8, 4.5	Environmental Health Officer	Illegal dumping is monitored and recorded. Ongoing problems are referred for video surveillance
99	Maintain waste services in the village of Arian Park (1.5)	Director of Environmental Services	Policy decision of Council
99	Monitor illegal waste dumping hot spots within Temora Shire (4.5) 1.8	Ranger	Illegal dumping is monitored and recorded. Ongoing problems are referred for video surveillance

4.3: Improve drainage within the Shire area

Action Code	Action Name	Responsible Officer Position	Comments
01	Improvement of drainage within Temora Shire 1.5 Development of a Floodplain Risk Management Plan including 10 year rolling works program	Engineering Technical Services Manager	Included as part of the Temora and Arianah Park Flood Study
02	Undertake Stormwater Drainage upgrade and renewal in accordance with the Stormwater Assets Capital Works Program	Engineering Technical Services Manager	Ongoing program
99	Ensure sustainable operation and usage of precious water Achievement of NSW Office of Water Best Practice (4.5)	Engineering Technical Services Manager	Ongoing program
99	Undertake Kerb and Gutter upgrade and renewal in accordance with the Kerb and Gutter Capital Works Program (1.8)	Engineering Technical Services Manager	Ongoing program

4.4: Ensure local planning instruments meets the needs of the community

Action Code	Action Name	Responsible Officer Position	Comments
02	Develop a Temora Land Use Strategy 2030 1.5, 3.5, 5.3.6.2	Town Planner	Ongoing project
03	Ensure availability of land for residential development that meets the needs of new and existing resident	Town Planner	Included as a focus in LEP review

4.5: Ensure an aesthetically pleasing urban environment

Action Code	Action Name	Responsible Officer Position	Comments
01	Upgrade entrances to Temora	Engineering Technical Services Manager	Completed entrance upgrades in previous financial year
02	Commitment to the eradication of urban weeds and pests 1.9, 6.3	Director of Environmental Services	Membership of RENWA and continual commitment to weed reduction.
03	Implement the actions from Street Tree Audit	Urban Overseer	Ongoing program
04	Monitor illegal waste dumping hot spots within Temora Shire 1.8, 4.2	Ranger	Illegal dumping is monitored and recorded. Ongoing problems are referred for video surveillance
05	Ensure sustainable operation and usage of precious water Achievement of NSW Office of Water Best Practice 4.3	Engineering Technical Services Manager	Ongoing program
99	Develop an appropriate mechanism to deal with Environmental matters (6.3) 1.8, 2.6	Director of Environmental Services	The Environmental Liaison Committee is formed to deal with these issues
99	Ensure residents are not adversely impacted upon by untidy or overgrown lots (1.8)	Ranger	Council send owners of overgrown allotments notices annually
99	Facilitate opportunities for volunteers to enhance the environment and community (2.4) 1.7, 1.9, 6.3	Environmental Health Officer	Council are committed to ensuring volunteers have opportunities to participate and are valued. This includes participation in Volunteers Week and recognition at specially convened functions including mayoral receptions. Volunteerism is essential to the provision of services and maintenance of lifestyle within Temora Shire.

Action Code	Action Name	Responsible Officer Position	Comments
99	Reduce the impacts of litter on our community (4.2) 1.8	Environmental Health Officer	Illegal dumping is monitored and recorded. Ongoing problems are referred for video surveillance
99	Support community and visitor awareness and appreciation of Temora Shires heritage through preservation and enhancement (3.6) 1.3	Environmental Health Officer	The Heritage Committee has undertaken a number of projects to ensure the conservation of heritage. The committee meets regularly and projects are ongoing.

5: Embracing and Developing Aviation

5.1: Optimise telecommunications to the airport precinct

Action Code	Action Name	Responsible Officer Position	Comments
99	Support for NBN and other carriers to provide improved coverage (3.1) 2.6, 6.1	Economic Development Manager	Ongoing program

5.2: Retain and develop facilities at Temora Airport

Action Code	Action Name	Responsible Officer Position	Comments
01	Maintain comprehensive maintenance, drainage and signage programs	Engineering Technical Services Manager	Significant upgrade of facilities will be undertaken during 2020/21
02	Investigate potential to provide improved weather monitoring * Installation of TAF services	Engineering Technical Services Manager	Submissions made to the Bureau of Meteorology advocating for the reinstatement of TAF services to the Temora Airport
03	Ensure adequate drainage at Temora Aerodrome	Engineering Technical Services Manager	Significant upgrade work on drainage at Temora Airport is to be undertaken during 2020/21
04	Development of a Multipurpose facility at Temora Airport	Economic Development Manager	No further action taken in relation to this project to date
05	Maintain and upgrade aircraft landing and movement areas	Engineering Technical Services Manager	Significant upgrade of aircraft movement areas is to be undertaken during 2020/21

5.3: Ensure land use plans are developed to protect the future use of the airport

Action Code	Action Name	Responsible Officer Position	Comments
99	Develop a Temora Land Use Strategy 2030 (4.4) 1.5, 3.5, 6.2	Director of Environmental Services	Ongoing project

5.4: Provide a clear direction for the current use and future direction of Temora Airport

Action Code	Action Name	Responsible Officer Position	Comments
01	Maintain and implement an Airport Management Plan	General Manager	Plan developed and implemented
02	Review mechanisms by which the cost impost at Temora Aerodrome can be addressed	General Manager	Ongoing project
04	Constantly review the Temora Airport Master Plan as policies relating to key issues are determined	General Manager	Ongoing project

6: Maintenance of infrastructure to support agriculture

6.1: Maintenance of infrastructure to support agriculture

Action Code	Action Name	Responsible Officer Position	Comments
01	Maintain key bridges and roads	Engineering Technical Services Manager	Ongoing project
02	Create heavy vehicle routes to meet agricultural needs	Engineering Technical Services Manager	Included as part of the Heavy Vehicle transport plan
99	Commitment to the Alternate Heavy Vehicle Route around Temora (4.1)	Engineering Technical Services Manager	Ongoing commitment to project. Have secured a commitment from TfNSW to financially support a detailed study of options
99	Develop a policy framework for heavy vehicle access (4.1)	Engineering Technical Services Manager	Framework developed in consultation with HV industry, government and Council
99	Support for NBN and other carriers to provide improved coverage (3.1) 2.6, 5.1	Economic Development Manager	Ongoing program
99	Undertake a program of network assessment (4.1)	Engineering Technical Services Manager	Ongoing program
99	Undertake Fixing Country Roads/ Heavy Vehicle Safety and Productivity Program in accordance with the determined program (4.1) 1.8	Engineering Technical Services Manager	Ongoing program

Action Code	Action Name	Responsible Officer Position	Comments
99	Undertake Pavement rehabilitation/ Widening in accordance with the Pavement Rehabilitation/Widening Capital Works Program (4.1) 1.8	Engineering Technical Services Manager	Ongoing program
99	Undertake Regional Roads Program in accordance with the determined program (1.8) 4.1	Engineering Technical Services Manager	Ongoing program
99	Undertake Rural Sealed Roads upgrade and renewal in accordance with the Rural Sealed Roads Capital Works Program (1.8) 4.1	Engineering Technical Services Manager	Ongoing program
99	Undertake Rural Unsealed Roads upgrade and renewal in accordance with the Rural Unsealed Roads Capital Works Program (1.8) 4.1	Engineering Technical Services Manager	Ongoing program

6.2: Optimise the opportunities to develop agricultural industry

Action Code	Action Name	Responsible Officer Position	Comments
01	Attraction of agricultural based industry	Economic Development Manager	Included as a priority in the Economic Development Plan
99	Develop a Temora Land Use Strategy 2030 (4.4) 1.5, 3.5, 5.3	Town Planner	Ongoing project

6.3: Commitment to the support of agriculture in Temora Shire

Action Code	Action Name	Responsible Officer Position	Comments
01	Ongoing support for Temora Agricultural Innovation Centre 2.6, 3.5 Reseal internal sealed roads Provide creek crossing to enable internal movement Internal gravel road construction from creek crossing Construction of new sheep yards	Director of Administration and Finance	The ongoing support for the TAIC is currently under review. It is intended that a new arrangement will be in place before the new financial year.
02	Develop an appropriate mechanism to deal with Environmental matters 1.8, 2.6, 4.5	Economic Development Manager	The Environmental Liaison Committee is formed to deal with these issues
99	Commitment to the eradication of urban weeds and pests (4.5) 1.9	Director of Environmental Services	Membership of RENWA and continual commitment to weed reduction.
99	Facilitate opportunities for volunteers to enhance the environment and community (2.4) 1.7, 1.9, 4.5	Economic Development Manager	Council are committed to ensuring volunteers have opportunities to participate and are valued. This includes participation in Volunteers Week and recognition at specially convened functions including mayoral receptions. Volunteerism is essential to the provision of services and maintenance of lifestyle within Temora Shire.

6.4: Develop a strategy to cope with the consolidation of farming enterprises

Action Code	Action Name	Responsible Officer Position	Comments
01	Monitor the impact of consolidation of farming enterprises	Economic Development Manager	Included as a focus in the economic development plan

7: Internal Objectives

7.1: Internal Strategies

Action Code	Action Name	Responsible Officer Position	Comments
01	Ensure Capital Proposals are optimised and supported by Council	Engineering Technical Services Manager	Council are in the process of introducing a capital development process to ensure appropriate rigour around the proposal and assessment process
03	Maintain currency of Policies, Procedures and Business Rules	Administration and Finance Manager	All policies, procedures and business rules are reviewed
04	Risk Management - Minimise Council Risk exposure	General Manager	Introduction of Enterprise Risk Management program will ensure the risk management exposure is minimised
05	IT - Provision of Technology Plan for Temora Shire	IT Officer	ITC Plan developed in 2019/2020 and will be maintained by regular review
06	IT - Take advantage of emerging trends and technologies	IT Officer	Included in ICT Plan
07	IT - Optimise the use of business systems and applications	IT Officer	Included in ICT Plan
08	IT - Monitor and optimise the use of IT infrastructure and technology	IT Officer	Included in ICT Plan
09	IT - Review security issues pertaining to ITC	IT Officer	Included in ICT Plan. Cybersecurity training and penetration testing completed
10	IT - Review future direction of application software	IT Officer	Included in ICT Plan
11	Advocacy on behalf of Temora Shire residents	General Manager	Council continues to advocate on behalf of the community

Action Code	Action Name	Responsible Officer Position	Comments
12	Risk Management - Develop and implement a Continuous Improvement Pathway (Statewide Mutual) which monitors the Risk Management performance of Council	Safety and Systems Coordinator	Introduction of Enterprise Risk Management program will ensure the risk management exposure is minimised
13	To attract grant funding to assist in the development of the Shire	Economic Development Manager	Ongoing commitment to maximise grant opportunities.2019/20 was the largest grant program ever undertaken by Council
14	Ensure that succession planning of staff is in place and risk to Council implications are minimised	General Manager	Staff succession plan adopted
15	Reduction in the financial cost, risk and disruption to Council works by Utility Providers	Engineering Technical Services Manager	Council is concerned at the potential impact on future development and continue to have dialogue on this issue with the providers
16	Ensure quality and homogeneity of Council works	Town Planner	Continual process
17	Assets - Improve long term management of sewerage assets and ensure sustainable operation Sewerage pump station telemetry Application for S60 approval for Sewerage scheme and recycled water scheme Development of 30-year Strategic Business Plan	Town Planner	Currently undertaking a review of sewerage plan
18	Assets - Provide long term management of transport assets including biennial review of Transport Asset Management Plan and associated hierarchy plans	Engineering Technical Services Manager	Continual process
19	Lobbying and Advocacy activities of Council	General Manager	Continual process

Action Code	Action Name	Responsible Officer Position	Comments
20	Ensure sustainable operation and usage of precious water	Engineering Technical Services Manager	Currently developing an Integrated Water Cycle Management Plan (IWCMP)
21	Achievement of NSW Office of Water Best Practice	Engineering Technical Services Manager	Included in IWCMP process
22	Ensure ongoing sustainability of Plant Replacement Program Review plant and equipment hire rates biennially	Plant Manager	Ongoing process
23	Provision of Quarries that meet the needs of Council Investigate development of secure water sources at quarry sites	Engineering Technical Services Manager	Testing of gravel quality undertaken and reviewing the operations of current quarries
24	Ensure modern approach to engineering administration and management	Engineering Technical Services Manager	Ongoing process
25	Risk Management - Commit, as an organisation, to actions, policies and procedures that support a safe and healthy workplace.	Safety and Systems Coordinator	WHS system currently being rewritten
26	Assets - Ensure the identification of road assets operated by Council	Senior Technical Officer	Ongoing process

Action Code	Action Name	Responsible Officer Position	Comments
27	Provide facilities for administration staff that meet the needs of users Upgrade of foyer and toilet facilities Provision of steel carports incorporating a 30kw solar system in the Council Office carpark	Director of Environmental Services	Ongoing project. Office upgrade deferred and staff relocated to more appropriate locations. Solar installed on Council Chambers
28	Undertake Upgrade and renewal works on Sewerage and Recycled Water in accordance with identified program	Engineering Technical Services Manager	Ongoing project
29	Assets - Improved long-term management of plant assets Biennial review of Plant Asset Management Plan	Plant Manager	Ongoing project
30	Assets - Long term management of Council assets Biennial review of Building Asset Management Plan	Engineering Technical Services Manager	Ongoing project
32	Maintain relationships with external bodies	General Manager	Ongoing project
33	Provide clear process for the conduct of events within Temora Shire	Community Services Officer	Events management Plan is currently being developed
34	Ensure optimal mix of staff to meet the operational needs of Council now and in the future	General Manager	Ongoing project
35	Improve Council employment conditions and opportunities for people with challenging circumstances (family, disability)	Human Resources Officer	Ongoing project

Action Code	Action Name	Responsible Officer Position	Comments
36	Present Council as a professional, efficient organisation	General Manager	Ongoing project
37	Provide Mayor and Councillors with sufficient depth of information to enable effective decision making based on sound legislative, economic, social and moral bases	General Manager	Ongoing project

10.3 LOCAL GOVERNMENT EXCLUSION FROM NATIONAL CABINET

File Number: REP20/1114
Author: Executive Assistant
Authoriser: General Manager
Attachments: Nil

REPORT

On 13 March 2020, as the Coronavirus pandemic took hold around the world, the Council of Australian Governments (COAG) met in Sydney to discuss a range of issues of national importance. At that meeting First Ministers (the Prime Minister, Premiers and Chief Ministers) agreed to establish a National Cabinet to meet at least weekly to address the country's response to the coronavirus. The focus was primarily on the health and wellbeing of Australians and managing the health response. Over time National Cabinet has broadened its agenda to include a focus on managing coronavirus impacts across Australia. There was no Local Government representation on National Cabinet when it was established on the basis that its focus was on health.

On 29 May 2020, First Ministers, through the Prime Minister, announced the continuation of National Cabinet, which they considered to be a much more effective body than COAG for taking decisions in the national interest. Local Government was not given a seat at the National Cabinet table. However, ALGA as the national representative body of Local Government, was given a seat on the National Federation Reform Council (NFRC). The NFRC will meet once a year to focus on priority national federation issues such as Closing the Gap and Women's Safety. In addition to ALGA, the NFRC is comprised of the National Cabinet and the Council of Federal Financial Relations – Federal and State/Territory Treasurers.

The President of ALGA had been a member of COAG since it was convened by Prime Minister Keating in 1992. Local Government was included because all parties recognised that Australia has three levels of government and that the Government with most impact on people's daily lives in terms of the provision of local services and infrastructure is Local Government.

Decisions about how our Federation works and how it can be improved or reformed require all three levels of government working together to align their policies and programs. Australians expect the decisions of government affecting them to reflect their grass roots views and to be implemented at the local level as well as the state and national level. This was the case with the development and implementation of the National Competition Policy in the 1990s which included reform at the local government level as well as the National and State levels in areas such as water supply and infrastructure provision through procurement.

National Cabinet, and the Commonwealth Government in particular, are looking towards pro-growth policies to lift investment and get Australians back to work. With a focus on jobs growth they are seeking ways to enable parts of the economy to grow. Local Governments are willing and necessary partners in developing and implementing reform. Reform involving the streamlining of legislation and regulation requires all the levels of government which are involved in regulation working together to achieve the benefits of reform for everyone without imposing costs or burdens on local communities. Getting it right on the ground is Local Government's area of strength.

Councils facilitate, establish, and grow local businesses and economies. Economic development has always been at the core of every successful council. Councils support economic growth

through regional development policies and initiatives, strategic and land use planning, targeted investment attraction, prioritisation of local procurement, and focusing their annual investment on infrastructure that serves the community and business alike. Many councils also provide business networking opportunities, business training, mentoring, and incubator facilities and employment hubs. It is local government that is best placed to drive locally-led recovery

The challenge facing National Cabinet over the coming months is unlike any which has faced Australian governments in recent times and it will require the concerted, coordinated and complementary efforts of all three levels of government to rebuild consumer confidence, support business and recreate millions of jobs.

Australians expect their three levels of government to be working together, and to see evidence of that. Including Local Government in National Cabinet would demonstrate a strong unity of purpose and a combined commitment to promote and implement National Cabinet decisions across the broadest implementation platform available to government.

RESOLUTION 208/2020

Moved: Cr Graham Sinclair

Seconded: Cr Nigel Judd

It was resolved that the Council:

1. Agrees to send a letter to the Premier and to Minister Michael McCormack as the Federal Member for Riverina and the State Member for Cootamundra Ms Steph Cooke respectively which highlights the critical necessity for Local Government representation on the newly formed National Cabinet and seeks their assistance in requesting that First Ministers review the decision to exclude Local Government.
2. Seeks a meeting with our local Federal and State Members to discuss in more detail the importance of having local government representation on National Cabinet and the value of partnerships with Councils in achieving the objectives of the National Cabinet and the national reform agenda.
3. Notes that the Australian Local Government Association, Local Government NSW and other state/territory local government associations will continue to advocate for local government representation on the National Cabinet and for Local Government's interests in all relevant forums.

AND FURTHER

That Council makes representation to the Joint Organisation Board to join the campaign.

CARRIED

Report by Gary Lavelle

11 ENGINEERING SERVICES

Nil

12 ENVIRONMENTAL SERVICES

Nil

13 ADMINISTRATION AND FINANCE**13.1 FINANCIAL STATEMENTS 2020 - AUTHORISE TO ISSUE DATE****File Number:** REP20/1086**Author:** Executive Assistant**Authoriser:** General Manager

Attachments:

1. Statement by Councillors & Management SPFS [!\[\]\(830769b31eeeaca920791081939ff8ba_img.jpg\)](#) 
2. Statement by Councillors & Management GPFS [!\[\]\(ea8b0a47f44008b0ab9e2764654f5e66_img.jpg\)](#) 
3. Financial Statements [!\[\]\(29298814951e8ab572d6eff24e79a2a8_img.jpg\)](#) 

REPORT

In accordance with changes to accounting standards, specifically AASB110 Events after the Balance Sheet Date, Council is required to authorise the year end accounts for issue. Until this date, Council has the power to amend and reissue the financial report in cases where critical information is received from public submissions or where the DLG directs Council to amend the report. The financial report will not reflect events after the authorised for issue date.

RESOLUTION 209/2020

Moved: Cr Max Oliver

Seconded: Cr Dale Wiencke

It was resolved that Council delegate the General Manager to authorise the year End Accounts for issue upon receipt of the audit report.

CARRIED***Report by Elizabeth Smith***

Temora Shire Council

Special Purpose Financial Statements

for the year ended 30 June 2020

Statement by Councillors and Management made pursuant to the Local Government Code of Accounting Practice and Financial Reporting

The attached Special Purpose Financial Statements have been prepared in accordance with:

- the NSW Government Policy Statement '*Application of National Competition Policy to Local Government*',
- the Division of Local Government Guidelines '*Pricing and Costing for Council Businesses – A Guide to Competitive Neutrality*',
- the Local Government Code of Accounting Practice and Financial Reporting,
- the NSW Office of Water Best-Practice Management of Water and Sewerage Guidelines.

To the best of our knowledge and belief, these statements:

- present fairly the operating result and financial position for each of Council's declared business activities for the year, and
- accord with Council's accounting and other records.
- present overhead reallocation charges to the water and sewerage businesses as fair and reasonable.

We are not aware of any matter that would render these statements false or misleading in any way.

Signed in accordance with a resolution of Council made on 15 October 2020.

Rick Firman
Mayor
15 October 2020

Graham Sinclair
Councillor
15 October 2020

Gary Lavelle
General Manager
15 October 2020

Elizabeth Smith
Responsible Accounting Officer
15 October 2020

Temora Shire Council

General Purpose Financial Statements

for the year ended 30 June 2020

Statement by Councillors and Management made pursuant to Section 413(2)(c) of the Local Government Act 1993 (NSW) (as amended)

The attached General Purpose Financial Statements have been prepared in accordance with:

- the *Local Government Act 1993* (NSW) (as amended) and the regulations made thereunder,
- the Australian Accounting Standards and other pronouncements of the Australian Accounting Standards Board
- the *Local Government Code of Accounting Practice and Financial Reporting*.

To the best of our knowledge and belief, these statements:

- present fairly the Council's operating result and financial position for the year
- accord with Council's accounting and other records.

We are not aware of any matter that would render these statements false or misleading in any way.

Signed in accordance with a resolution of Council made on 15 October 2020.

Rick Firman
Mayor
15 October 2020

Graham Sinclair
Councillor
15 October 2020

Gary Lavelle
General Manager
15 October 2020

Elizabeth Smith
Responsible Accounting Officer
15 October 2020

Temora Shire Council

Income Statement

for the year ended 30 June 2020

Original unaudited budget 2020	\$ '000	Notes	Actual 2020	Actual 2019
	Income from continuing operations			
5,664	Rates and annual charges	3a	5,627	5,415
7,142	User charges and fees	3b	8,652	6,972
976	Other revenues	3c	676	1,082
6,980	Grants and contributions provided for operating purposes	3d,3e	7,125	7,626
8,025	Grants and contributions provided for capital purposes	3d,3e	4,793	3,275
179	Interest and investment income	4	222	244
77	Net gains from the disposal of assets	6	121	–
–	Rental income	15e	282	–
–	Net share of interests in joint ventures and associates using the equity method	20	3	9
29,043	Total income from continuing operations		27,501	24,623
	Expenses from continuing operations			
7,556	Employee benefits and on-costs	5a	8,411	8,530
54	Borrowing costs	5b	55	64
5,222	Materials and contracts	5c	5,676	5,507
5,055	Depreciation and amortisation	5d	5,476	5,014
2,822	Other expenses	5e	2,946	2,361
–	Net losses from the disposal of assets	6	–	45
20,709	Total expenses from continuing operations		22,564	21,521
8,334	Operating result from continuing operations		4,937	3,102
8,334	Net operating result for the year		4,937	3,102
8,334	Net operating result attributable to council		4,937	3,102
309	Net operating result for the year before grants and contributions provided for capital purposes		144	(173)

The Council has not restated comparatives when initially applying AASB 1058 *Income of Not-for-Profit Entities*, AASB 15 *Revenue from Contracts with Customers* and AASB 16 *Leases*. The comparative information has been prepared under AASB 111 *Construction Contracts*, AASB 118 *Revenue*, AASB 1004 *Contributions*, AASB 117 *Leases* and related Accounting Interpretations.

The above Income Statement should be read in conjunction with the accompanying notes.

Temora Shire Council

Statement of Financial Position

as at 30 June 2020

\$ '000	Notes	2020	2019
ASSETS			
Current assets			
Cash and cash equivalents	7(a)	1,623	972
Investments	7(b)	12,122	8,708
Receivables	8	3,247	3,117
Inventories	9a	1,636	1,828
Contract assets	14a	438	–
Other	9b	109	64
Total current assets		19,175	14,689
Non-current assets			
Receivables	8	–	5
Infrastructure, property, plant and equipment	11(a)	229,070	209,093
Investments accounted for using the equity method	20	204	195
Total non-current assets		229,274	209,293
Total assets		248,449	223,982
LIABILITIES			
Current liabilities			
Payables	16	2,409	1,701
Income received in advance	16	–	306
Contract liabilities	14b	2,118	–
Borrowings	16	355	229
Provisions	17	3,975	4,219
Total current liabilities		8,857	6,455
Non-current liabilities			
Payables	16	–	1
Borrowings	16	2,249	1,605
Provisions	17	54	61
Total non-current liabilities		2,303	1,667
Total liabilities		11,160	8,122
Net assets		237,289	215,860
EQUITY			
Accumulated surplus	18	94,288	89,345
Revaluation reserves	18	143,001	126,515
Council equity interest		237,289	215,860
Total equity		237,289	215,860

The Council has not restated comparatives when initially applying AASB 1058 *Income of Not-for-Profit Entities*, AASB 15 *Revenue from Contracts with Customers* and AASB 16 *Leases*. The comparative information has been prepared under AASB 111 *Construction Contracts*, AASB 118 *Revenue*, AASB 1004 *Contributions*, AASB 117 *Leases* and related Accounting Interpretations.

The above Statement of Financial Position should be read in conjunction with the accompanying notes.

Temora Shire Council

Statement of Cash Flows

for the year ended 30 June 2020

Original unaudited budget 2020	\$ '000	Notes	Actual 2020	Actual 2019
Cash flows from operating activities				
Receipts:				
5,654	Rates and annual charges		5,627	5,386
7,226	User charges and fees		10,254	7,499
171	Investment and interest revenue received		236	212
14,686	Grants and contributions		12,141	11,314
—	Bonds, deposits and retention amounts received		5	5
957	Other		2,169	1,314
Payments:				
(7,548)	Employee benefits and on-costs		(8,669)	(8,259)
(5,306)	Materials and contracts		(4,871)	(6,556)
(48)	Borrowing costs		(54)	(56)
(2,822)	Other		(4,628)	(2,626)
12,970	Net cash provided (or used in) operating activities	19b	12,210	8,233
Cash flows from investing activities				
Receipts:				
—	Sale of investment securities		3,079	2,011
278	Sale of real estate assets		266	420
138	Sale of infrastructure, property, plant and equipment		132	296
8	Deferred debtors receipts		11	16
Payments:				
—	Purchase of investment securities		(6,493)	(4,080)
(12,955)	Purchase of infrastructure, property, plant and equipment		(9,129)	(8,233)
(100)	Purchase of real estate assets		(29)	(422)
—	Deferred debtors and advances made		(166)	—
(12,631)	Net cash provided (or used in) investing activities		(12,329)	(9,992)
Cash flows from financing activities				
Receipts:				
700	Proceeds from borrowings and advances		1,000	2,001
Payments:				
(229)	Repayment of borrowings and advances		(230)	(480)
471	Net cash flow provided (used in) financing activities		770	1,521
810	Net increase/(decrease) in cash and cash equivalents		651	(238)
2,638	Plus: cash and cash equivalents – beginning of year	19a	972	1,210
3,448	Cash and cash equivalents – end of the year	19a	1,623	972
6,639	plus: Investments on hand – end of year	7(b)	12,122	8,708
10,087	Total cash, cash equivalents and investments		13,745	9,680

The Council has not restated comparatives when initially applying AASB 1058 *Income of Not-for-Profit Entities*, AASB 15 *Revenue from Contracts with Customers* and AASB 16 *Leases*. The comparative information has been prepared under AASB 111 *Construction Contracts*, AASB 118 *Revenue*, AASB 1004 *Contributions*, AASB 117 *Leases* and related Accounting Interpretations.

The above Statement of Cash Flows should be read in conjunction with the accompanying notes.

Temora Shire Council

Statement of Changes in Equity

for the year ended 30 June 2020

\$ '000	Notes	as at 30/06/20			as at 30/06/19		
		Accumulated surplus	IPP&E revaluation reserve	Total equity	Accumulated surplus	IPP&E revaluation reserve	Total equity
Opening balance		89,345	126,515	215,860	86,243	124,649	210,892
Changes due to AASB 1058 and AASB 15 adoption	18c-ii	-	-	-	-	-	-
Changes due to AASB 16 adoption	18c-iii	-	-	-	-	-	-
Restated opening balance		89,345	126,515	215,860	86,243	124,649	210,892
Net operating result for the year		4,937	-	4,937	3,102	-	3,102
Restated net operating result for the period		4,937	-	4,937	3,102	-	3,102
Other comprehensive income							
- Gain (loss) on revaluation of IPP&E	11(a)	-	16,486	16,486	-	370	370
- Impairment (loss) reversal / (Revaluation decrement) relating to IPP&E	11(a)	-	-	-	-	1,496	1,496
- Joint ventures and associates	20b	6	-	6	-	-	-
Other comprehensive income		6	16,486	16,492	-	1,866	1,866
Total comprehensive income		4,943	16,486	21,429	3,102	1,866	4,968
Equity – balance at end of the reporting period		94,288	143,001	237,289	89,345	126,515	215,860

The Council has not restated comparatives when initially applying AASB 1058 *Income of Not-for-Profit Entities*, AASB 15 *Revenue from Contracts with Customers* and AASB 16 *Leases*. The comparative information has been prepared under AASB 111 *Construction Contracts*, AASB 118 *Revenue*, AASB 1004 *Contributions*, AASB 117 *Leases* and related Accounting Interpretations.

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.

Temora Shire Council

Statement of Comprehensive Income

for the year ended 30 June 2020

\$ '000	Notes	2020	2019
Net operating result for the year (as per Income Statement)		4,937	3,102
Other comprehensive income:			
Amounts which will not be reclassified subsequently to the operating result			
Gain (loss) on revaluation of IPP&E	11(a)	16,486	370
Impairment (loss) reversal / (Revaluation decrement) relating to IPP&E	11(a)	–	1,496
Other comprehensive income – joint ventures and associates	20b	6	–
Total items which will not be reclassified subsequently to the operating result		16,492	1,866
Total other comprehensive income for the year		16,492	1,866
Total comprehensive income for the year		21,429	4,968
 Total comprehensive income attributable to Council		 21,429	 4,968

The Council has not restated comparatives when initially applying AASB 1058 *Income of Not-for-Profit Entities*, AASB 15 *Revenue from Contracts with Customers* and AASB 16 *Leases*. The comparative information has been prepared under AASB 111 *Construction Contracts*, AASB 118 *Revenue*, AASB 1004 *Contributions*, AASB 117 *Leases* and related Accounting Interpretations.

The above Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

13.2 PINNACLE COMMUNITY SERVICES POLICIES**File Number:** REP20/1050**Author:** Executive Assistant**Authoriser:** General Manager

Attachments:

1. 1. Advocacy Policy [↓](#) 
2. 2. Clients Rights & Responsibility Policy [↓](#) 
3. 3. Client Contribution Policy [↓](#) 
4. 4. Code of Conduct Policy [↓](#) 
5. 5. Compliments & Complaints Policy [↓](#) 
6. 6. Consent Policy [↓](#) 
7. 7. Duty of Care & Dignity of Risk Policy [↓](#) 
8. 8. Equality & Human Rights Policy [↓](#) 
9. 9. Privacy & Confidentiality Policy [↓](#) 
10. 10. Quality Management Policy [↓](#) 

REPORT

The following policies have been reviewed and amended due to changes in funding guidelines and or legislation:

- Advocacy Policy
- Client Rights & Responsibility Policy
- Client Contribution Policy
- Code of Conduct Policy
- Compliments & Complaints Policy
- Consent Policy
- Duty of Care & Dignity of Risk Policy
- Equality & Human Rights Policy
- Privacy & Confidentiality Policy
- Quality Management Policy

The policies are required to be adopted by Council.

RESOLUTION 210/2020

Moved: Cr Dale Wiencke

Seconded: Cr Dennis Sleight

It was resolved that Council adopts the listed Pinnacle Community Services Policies.

CARRIED

Report by Elizabeth Smith

POLICY STATEMENT

ADVOCACY POLICY

POLICY ADOPTED: **Date** **18/12/2014**

Policy Objective:

This policy guides Pinnacle Community Services personnel through the advocacy process.

Responsibilities:

The Manager of Pinnacle Community Services has overall responsibility for ensuring the implementation of this policy.

Coordinators have the responsibility of informing clients and volunteers of this policy. Other Pinnacle Community Services staff and volunteers are to advise the Coordinators if they have any concerns regarding advocacy and clients.

Policy Statement:

Pinnacle Community Services is committed to the promotion of advocacy to ensure optimum support is provided to clients.

Pinnacle Community Services will;

- act as an advocate on behalf of clients and carers to assist with referrals to my Aged Care ONLY;
- engage with those who act as advocates on behalf of clients; and
- will accept advocates as representing the interests of the client.

Advocates may be used during assessments, reviews and complaints or for any other communication between the client and Pinnacle Community Services.

Definitions:

Advocate - An advocate is a person who, with the authority of the client, represents the client's interests. An advocate can be:

- an independent individual or family member chosen by the client;
- a service provider who with the authority of the client represents that client when seeking alternative service and/or support agencies;
- an individual or agency appointed by the Guardianship Board who represents the client's interest.

Older Persons Advocacy Network (OPAN) – A free service that support older people and their representatives to address issues related to Commonwealth funded aged care services. This service is funded through the National Aged Care Advocacy Program (NACAP).

NSW Advocate for Children and Young People – This service provides advice, information and makes referral.

Abbreviations:

CHSP – Commonwealth Home Support Programme
 NDIS – National Disability Insurance Scheme
 VOOHC – Voluntary Out-of-Home Care



Legislation:

- Aged Care Act 1997 (Commonwealth)
- Children and Young Persons (Care and Protection) Act 1998 (the Act) Sections 134-135C and 156-156B and Chapter 16A
- Children and Young Persons (Care and Protection) Regulation 2012 (the Regulation) Clauses 69-85 and 28 and Schedules 3 and 4
- Carers (Recognition) Act 2010 Section 156A (4)
- Disability Inclusion Act 2014
- Ombudsman Act 1974
- Community Services (Complaints, Review and Monitoring) Act 1993
- NSW and Commonwealth privacy legislation
- Child Protection (Working with Children) Amendment (Statutory Review) Act 2018
- Child Protection (Working with Children) Act 2012
- Work Health and Safety Act 2011
- Privacy Act 1988
- Australian Privacy Principles (APP's)
- Children's Guardian Act 2019

Reference:

- Commonwealth Home Support Program Manual ,2018
- Voluntary Out-Of-Home Care Register Manual



Recommended Practices:**Procedure for Appointing an Advocate**

1. Clients may use an advocate of their choice to negotiate on their behalf. This maybe a family member, friend or advocacy service.
2. Pinnacle Community Services Coordinators will ensure that clients with special needs have access to an advocate during the NDIS and VOOHC assessments (clients under 65yrs) and reassessments and through informal discussion (*Refer to Clients with Special Needs Policy*).
3. Advocates may be used during NDIS and VOOHC assessments/reassessment and CHSP NDIS service reassessments. CHSP reviews will be through the My Aged Care via a Support Plan Review. Any complaints or for any other communication between the client and Pinnacle Community Services an advocate of their choice can be involved. *Refer to the 'Guidelines for Advocates' included below.*
4. Advocates will be accepted by Pinnacle Community Services Coordinators as representing the interests of the client.
5. Clients wishing to use an advocate should inform Pinnacle Community Services by completing an 'Authority to Act as an Advocate Form' (Attachment 1), this will include the name of the person they wish to negotiate on their behalf. The Coordinators will record this form in the client's notes and include a photo of the advocate.
6. The client has the right to change their advocate at any time and should inform Pinnacle Community Services by completing the 'Authority to Act as an Advocate Form' each time there are any changes. The Coordinators will record the changes in the client file.
7. On initial contact with the client, the Coordinators will make the client aware of their right to use an advocate and will continue to regularly remind the clients of this option during client reassessment and reviews and through informal discussions.
8. Information about the use of an advocate is available in the 'Clients' Handbook' and will be explained at formal assessments, reassessments, service assessments and reviews and through informal discussion.
9. If an advocate is being used, the Coordinators will record the information about the advocate on the client file: Front Sheet of file, and documented in the client care plan along with the My Aged Care Central Client Records as indicated in the My Aged Care Policy Guide and User Guide / Guidelines for CHSP clients.
10. Where an advocate is being used, the Coordinators will ensure that the advocate is informed about all service information and literature throughout the course of the service delivery including:
 - Copy of the client care plan; and
 - Client Handbook.
11. Pinnacle Community Services Coordinators will be familiar with the use of advocates and receive regular training in the use of advocates.
12. Pinnacle Community Services will audit the advocacy processes regularly to ensure improvements are identified.



Advocacy Services

1. Pinnacle Community Services will NOT provide an advocacy service for clients. Pinnacle Community Services will encourage the use of recognised Advocacy Services.
2. Available Advocacy Services include:
 - Regional Disability Advocacy Service (RDAS) - Ph: 1800 250 292; 02 69219225.
 - Older Persons Advocacy Network (OPAN) - Ph: 1800 700 600.
 - TARS Aged Care Rights Service Inc - Ph: 1800 424 079; 02 92813600.
 - NSW Advocate for Children and Young People - Ph: 02 9248 0970.

Advocate Guidelines

The guidelines on how to be an advocate can be found in the Pinnacle Community Services Client Handbook.

Attachment:

- Attachment 1: Authority to Act as an Advocate Form.



Authorisation:

Status	Current	
Owner	General Manager	
Superseded Policy	Client Advocates	
Date of Adoption/ Amendment	Revision Number	Review Date
18/12/2014	0	June, 2016
21/7/2016	1	June, 2017
09/09/2020	2	September, 2022

Related Council Policy / Procedure

Compliments and Complaints Policy

Clients with Special Needs Policy

Assessment Policy

Access to Service Policy

Reassessment and Review Policy

Clients Care Plan Policy

Volunteer Policy

ADHC Neglect and Abuse Policy

My Aged Care Policy Guide

Community Home Support Programme Manual 2020-2022

Community Home Support Programme Guidelines 2020-2022

Voluntary Out of Home Care Policy



Attachment 1

Authority to Act as an Advocate



AUTHORITY TO ACT AS AN ADVOCATE

CLIENT DETAILS

NAME: _____

ADDRESS: _____

PHONE: _____

I authorise the person named below to act as an advocate on my behalf and represent my interests in relation to my involvement with Pinnacle Community Services. I understand that Pinnacle Community Services may discuss details of my care plan and the services it provides with my advocate if the need arises.

*This authority takes effect from _____ (date).
This authority replaces any previously advised arrangements. I understand that I can change my choice of advocate at anytime and undertake to advise Pinnacle Community Services of any such change in writing.*

CLIENTS SIGNATURE: _____ DATE: _____

ADVOCATE DETAILS

NAME: _____

ADDRESS: _____

PHONE: _____

I have read Pinnacle Community Services "Guidelines for Advocates" and agree to act as an advocate for the above named client.

ADVOCATE SIGNATURE: _____ DATE: _____

www.pinnaclecommunityservices.com.au

Temora Office
294 Hoskins ST, Temora, NSW, 2666
Ph: 02 6977 132

Cootamundra Office
36/44 Mackay St, Cootamundra, NSW, 2590
Ph: 02 6942 7786

Leeton Office
3 Wade Ave, Leeton, NSW, 2705
Ph: 02 6953 6660

POLICY STATEMENT

CLIENT RIGHTS AND RESPONSIBILITIES POLICY

POLICY ADOPTED: **Date** **18/12/2014**

Policy Objective:

This policy advises of Client rights and responsibilities and includes ensuring the rights of all Clients' are respected. Clients also have responsibilities to Pinnacle Community Services and they will be informed of these responsibilities as per this policy.

Responsibilities:

This policy applies to Temora Shire Council Advisory Section 355 Committee members, Clients, and all staff and volunteers of Pinnacle Community Services.

Policy Statement:

For Pinnacle Community Services to operate effectively, Clients need to know their rights and responsibilities and be able to assert them.

Pinnacle Community Services will follow "The Charter of Aged Care Rights"¹ As indicated in the Aged Care Quality Standards.

Pinnacle Community Services will abide by the National Disability Insurance Scheme (NDIS) Code of Conduct when providing NDIS or Voluntary Out of Home Care (VOOHC) services and programmes.

Rights:

The key rights which affect Clients of Pinnacle Community Services in their relationship with service providers are the right to:

- safe and high-quality care and services
- be treated with dignity and respect
- have my identity, culture and diversity valued and supported
- live without abuse and neglect
- be informed about my care and services in a way I understand
- access all information about myself, including information about my rights, care and services
- have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
- have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
- my independence
- be listened to and understood
- complain free from reprisal, and to have my complaints dealt with fairly and promptly
- personal privacy and to have my personal information protected
- exercise my rights without it adversely affecting the way I am treated

¹ <https://agedcare.health.gov.au/quality/single-charter-of-aged-care-rights>

Dignity Statement:

- To be treated fairly, regardless of age, gender, racial or ethnic background.
- To be valued in your own right, to live in dignity and security, to be free of exploitation, physical and mental abuse, to be able to exercise personal autonomy.
- Individuals will be valued independently for their economic contribution.



Legislation:

- Aged Care Act 1997
- User Rights Principles 2014 under the Aged Care Act 1997
- Quality of Care Principles 2014 under the Aged Care Act 1997
- Accountability Principles 2014 under the Aged Care Act 1997

References:

- Aged Care Quality Standards - The Charter of Aged Care Rights
<https://agedcare.health.gov.au/quality/single-charter-of-aged-care-rights>
- The NDIS Code of Conduct – Guidance for Providers (NDIS Quality & Safeguards Commission), 2018.



Recommended Practices:**Rights and Responsibilities of the Client**

1. Pinnacle Community Services will provide all client with "The Charter of Aged Care Rights". Refer to Attachment 1.
2. Pinnacle Community Services will assist to support clients / carers to understand the Charter of Aged Care Rights, this will vary based on the needs of each client.
3. The Coordinator will provide the client / carer reasonable opportunity to sign the copy of 'The Charter of Aged Care Rights' to allow them to acknowledge they have received the Charter and had assistance to understand it and understand their rights. (Note, client/ cares are not required to sign the Charter and can commence, and/or continue to receive care and services, even if they choose not to sign the Charter.
4. The Coordinator will give the client/carer a copy of the new Charter signed by the provider.
5. The signed copy of the Charter will be files with clients notes.

The National Disability Insurance Scheme (NDIS) Code of Conduct

1. Pinnacle Community Services will abide by the "The NDIS Code of Conduct" at all times.
2. Refer to The NDIS Code of Conduct – Guidance for Service Provided, 2018. (Refer to Attachment 2).

Manager and Coordinator Responsibilities

Pinnacle Community Services must ensure the following when services are being delivered to the client.

1. All policies and procedures will reflect the Clients' rights as outlined in "The Charter of Aged Care Rights" Attachment 1 and the "NDIS Code of Conduct" Attachment 2.
2. The Manger and Coordinators will assist staff and volunteers to meet their obligations regarding both the NDIS Code of Conduct and the Charter of Aged Care Rights.
3. Provide a copy of "The Charter of Aged Care Rights" and an outline of the "NDIS Code of Conduct" in the Information package on Service Assessment.
4. The "Charter of Aged Care Rights" and the "NDIS Code of Conduct" will be displayed on the premises.
5. National Disability Insurance Scheme (NDIS) and Voluntary Out of Home Care Clients will be referred to another organisation or service if Pinnacle Community Services cannot meet their needs (refer to Client Referral Policy).



Attachment:

- Attachment 1: The Charter of Aged Care Rights
- Attachment 2: NDIS Code of Conduct

Authorisation:

Status	Current	
Owner	General Manager	
Superseded Policy	Rights and Responsibilities	
Date of Adoption/ Amendment	Revision Number	Review Date
18/12/2014	0	June, 2016
21/7/2016	1	June, 2017
March 2019	2	March, 2021

Related Council Policy / Procedure

Compliments and Complaints Policy

Clients with Special Needs Policy

Client Referral Policy

Advocacy Policy

Reassessment and Review Policy

Privacy and Confidentiality Policy

Access to Service Policy

Voluntary Out of Home Care Policy



Attachment 1
The Charter of Aged Care Rights



Client Rights and Responsibilities Policy
Pinnacle Community Services auspiced by Temora Shire Council

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Australian Government
Department of Health



Australian Government
Aged Care Quality and Safety Commission

Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Consumer

Provider

Consumer (or authorised person)'s signature (if choosing to sign)

Signature and full name of provider's staff member

Full name of consumer

Name of provider

Full name of authorised person (if applicable)

Date on which the consumer was given a copy of the Charter

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

Charter of Aged Care Rights takes effect from 1 July 2019



Client Rights and Responsibilities Policy
Pinnacle Community Services auspiced by Temora Shire Council

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Charter of Aged Care Rights

Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.

Charter of Aged Care Rights takes effect from 1 July 2019

pg. 2



**Attachment 2
NDIS Code of Conduct**



The 'NDIS Code of Conduct' require the service delivery of NDIS and VOOHC supports and services to meet the following:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions;
- Respect the privacy of people with disability;
- Provide supports and services in a safe and competent manner with care and skill;
- Act with integrity, honesty and transparency;
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability;
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
- Take all reasonable steps to prevent and respond to sexual misconduct.

Refer to The NDIS Code of Conduct – Guidance for Service Provided, for additional information: https://www.ndiscommission.gov.au/sites/default/files/documents/2018-06/code_of_conduct_providers.pdf



POLICY STATEMENT

CLIENT CONTRIBUTION POLICY

POLICY ADOPTED: **Date** **18/12/2014**

Policy Objective:

Pinnacle Community Services aims to ensure that quality services are provided to Clients. In order to achieve this, fees are applied according to the service provided in accordance to the funding agreement of each programme.

Pinnacle Community Services Client Contribution for Commonwealth Home Support Programme (CHSP) services and Home Care Packages will be charged in line with the National Guide to the CHSP Client Contribution Framework (2015) and appropriate legislation.

Responsibilities:

This policy applies to the Temora Shire Council, Temora Shire Council Advisory Committee, Pinnacle Community Services Centre Manager and Coordinators.

Policy Statement:

Pinnacle Community Services will ensure that it operates in accordance to each funding agreement with regards to client contribution for services. Fees charged for services provided by Pinnacle Community Services are reviewed annually by the Centre Manager, Cootamundra Centre Manager and Coordinators.

This policy will be publicly available to all stakeholders and will be provided to new clients of the organisation (in a format which is relevant to their needs). Any revenue from Client Contributions will be used to enhance and expand the provision of Pinnacle Community Services so that more Clients have access to them.

Commonwealth Home Support Programme:

With CHSP clients Pinnacle Community Services will operate under the National Guide to the CHSP Client Contribution Framework (The Guide) (2015), which reinforces fairness, transparency and consistency in the collection of fees.

Pinnacle Community Services intend to improve the sustainability of the organisation by collecting a target of 15 % of the total grant revenue provided by the Australian Government. The recommended Client Contribution are then presented at the April meeting of the Temora Shire Council Advisory Committee. Any recommendations are made to the Temora Shire Council for approval and adopted by the Temora Shire Management Plan Fees and Charges.

The National Guide to the CHSP Fees Contribution Framework (2015) and management of Pinnacle Community Services recognise that many Clients have a limited capacity to pay for services provided. However, the Client Contribution for service by Clients who have the capacity to pay is endorsed. People who are assessed as being in need of a service are eligible to receive the service, regardless of their capacity to pay.



Home Care Packages Programme:

Clients who commence a Home Care Package may be asked to contribute towards the cost of their care Pinnacle Community Services may ask clients to pay the following:

- A basic daily fee; and
- An income-tested care fee (if their income is over the maximum income for a full pensioner).

These amounts must be included in the client's individualised budget and monthly statement.

Pinnacle Community Services will determine the fees before the client enters a home care package. Clients can ask for a fee advice letter from the Department of Human Services (DHS) before they enter a home care package. The fee advice letter they receive before they start their package will be valid for 120 days, unless there is a significant change in their circumstances. If there is a change, the client will need to notify DHS, who will reissue their fee advice letter.

If a client seeks an assessment before commencing their package, only the client will receive the letter. Pinnacle Community Services will receive a letter once they advise DHS that the client has commenced a package with them.

Refer to Client Contribution requirements for specific Pinnacle Community Services in this policy for more details.

National Disability Insurance Scheme (NDIS) and Voluntary Out of Home Care (VOOHC) Programme:

A clients NDIS funding will pay for direct supports provided to the client through both the NDIS and VOOHC Programmes. Clients will be asked to pay the cost of an activity and/or other out of pocket expenses, e.g. movie tickets Refer to the current NDIS Price Guide (Victoria, New South Wales, Queensland, Tasmania).

Legislation:

- Aged Care Act 1997

Other Reference:

- CHSP Guidelines (2020-2022)
- CHSP Program Manual (2020-2022)
- Client Contribution Framework (2015)
- National Guide to the CHSP Client Contribution Framework (2015). (The Guide)
- Department of Health – Aging and Aged Care -Home Care Packages Programs. <https://agedcare.health.gov.au/programs/home-care-packages-program> 2018



Recommended Practices:**General Principles**

1. All eligible clients will be required to pay for the cost of the service (unless they indicate they are undergoing hardship).
2. The full cost of a service will be charged if clients are receiving or have received compensation payments intended to cover the cost of community services.
3. A record of Client Contributions will be maintained and reported to the Department Social Service as per funding contract requirements for CHSP services.
4. Client Contribution charged for services provided by Pinnacle Community Services are reviewed annually by the Centre Manager, and Coordinators.

Meals on Wheels Service agreement with the Approved Supplier will review prices for meals provided every **six (6)** months.
5. The Manager will put forward any recommendations / changes to the Client Contribution to both the Temora Advisory Committee and Temora Shire Council for approval, and adoption by the Temora Shire Management Plan Fees and Charges.
6. The Client Contribution will be clearly displayed in a place accessible to Clients along with providing a copy of the Client Contribution required (Attachment 1) on the service assessment.
7. The procedures for the determination of Client Contribution, including assessment criteria, are clearly documented in the Client Handbook and publicly available.
8. All Clients will be informed of the charges associated with any service:
 - at the time of service assessment;
 - when making a booking; and
 - with reasonable notice prior to any forthcoming variation to charges which may affect them.
9. Clients with high and / or multiple service needs are not to be charged more than a specified maximum amount of fees in a given period, irrespective of actual amounts of services used.
10. Clients will be charged the full cost of the service and this should not exceed the actual cost of service provision (refer to Attachment 1 – Client Contribution Schedule).
11. Client Contribution will not be charged for services such as information, advocacy and visiting. The Client Contribution charged will be inclusive of all material used in delivery of the service.
12. Where Client Contribution is not a fixed amount, Clients or a service will be fully informed of the Client Contribution charges prior to the provision of the service by a staff member.

Capacity to Pay

1. Financial assessment of a person's capacity to pay the Client Contribution will be as simple and unobtrusive as possible with information obtained treated confidentially.
2. All Clients assessed as having the capacity to pay are to be charged the Client Contribution.
3. Inability to pay cannot be used as a basis for refusing a service to people who are assessed as requiring a service.



4. A Client who is being assessed as being in need of a service is eligible to receive the service regardless of their capacity to pay.
5. The Client Contribution for a service will be reduced or waived when a Client is assessed as not having the capacity to pay the full Client Contribution.
6. In assessing the Clients ability to contribute for services the following shall apply:
 - Information will be obtained from each new Client as to their source and level of income and any other services they are currently receiving and paying for.
 - The assessment will be based on the Clients own statement of their income. Details of expenditure or sighting of bank books etc. will not be required.
 - Information obtained about a Client's income will be treated as private and confidential.
 - Clients will be asked to advise the Pinnacle Community Service within **thirty (30) days** of any significant changes in circumstances which may alter their status in relation to the payment / non-payment of the Client Contribution (e.g. receipt of compensation payments, compensation payments cease etc.).
 - In cases of hardship, or where the Client requests assistance, the Client Contribution shall be waived. Clients shall be advised and reassured that services will not be refused or withdrawn if they are unable to pay the Client Contribution.
 - Examples where hardship could arise include high expenses for pharmaceuticals and other high costs of living expenses.

Hardship Provision and Assistance

Commonwealth Home Support Programme:

1. Clients who are undergoing hardship may request a meeting in person with the Manager to negotiate the Client Contribution. The Manager will inform Temora Shire Council Management. Pinnacle Community Services will act in accordance to the National Guide to the CHSP Client Contribution Framework (2015). Privacy and confidentiality of the Client will be maintained through this process.
2. If a Client falls behind in their payments, the Coordinator will contact the Client by telephone to inform them of their situation.
3. If payment is not forthcoming within one month, the Coordinator will conduct an interview with the Client at a time suitable to the Client and family / carer / advocate if requested.
4. A financial record will be held for each Client and reviewed each month when the Client invoices are prepared.
5. Temora Shire Council provides a summary of debtors and outstanding monies owed.
6. Where a client is considered to be undergoing hardship, they may be asked to pay a minimum contribution or have their contribution waived for a designated period of time determined by the service. The Coordinator will inform the Temora Shire Council Management.
7. Any variation or reduction in fees will be noted on the Client Management System or data collection system.



8. It may be necessary to refer the Client to the appropriate agency, for example, Department of Human Services, Department of Social Services, Financial Counselling Service and Social Worker.
9. After hearing the Coordinator's report, discussions into what options there may be, will act in the interests of the Client and of the service. This action may include accessing the NSW Meals on Wheels financially disadvantaged fund and accessing other services to investigate options.
10. A meeting will be held with the client after a two-month period to review the Client Contribution and the client's hardship status.
11. If able, the client will continue paying the cost of the service from this meeting onwards.

Home Care Packages Programme:

1. The hardship supplement is available to home care clients in genuine financial hardship who do not have income to pay their costs of aged care due to circumstances beyond their control.
2. In general, home care clients who have commenced receiving a home care package on or after 1 July 2014 need to apply for a hardship supplement.
3. To apply for financial hardship assistance the client must complete and lodge the relevant DHS (SA462) application form.

Payment / Collection of Client Contribution

1. All Clients will be informed of the Client Contribution associated with any service at the time of service assessment or introduction of the service and given a copy of the Client Contribution schedule.
2. Client will also be advised of any forthcoming variation to Client Contribution which may affect them.
3. All Client Contribution associated with relevant services will be included in the care plan.
4. Client Contribution will be invoiced by Temora Shire Council on a monthly basis to the Client, or otherwise stated in the Care Plan.
5. The monthly invoice can be paid at the Temora Shire Council Office where a receipt is issued. Other arrangements for paying are listed on the bottom of the invoice. The revenue from Client Contribution is to be used to continue and enhance the local service.
6. In charging the Client Contribution for services the following principles will apply:
 - The full cost of service will be charged if Client are receiving or have received compensation payments intended to cover the cost of community care.
 - Clients with similar levels of income and service usage patterns will be charged equivalent Client Contribution for equivalent services.
 - Payment of the Client Contribution for service will only be sought from Clients who are assessed as having the capacity to pay.



- Payment of the Client Contribution by monthly instalments will be offered to Clients as in option.
- Bundling of fees and/or a different Client Contribution structure for couples may also be considered and implemented.
- Payment is made directly to Temora Shire Council. Payment can also be a direct deposit arrangement.
- Where a Client has been assessed as not having the capacity to pay, the Client Contribution will be waived.
- Donations for services will not be sought from Clients.
- Whenever a Client makes a payment to Pinnacle Community Services, the Client will be issued with a written receipt of all monies paid and which will also contain:
 - the name and address of the Pinnacle Community Services;
 - the date of payment;
 - the amount of money paid;
 - type of payment – cash / cheque / electronic transfer;
 - payment description; and
 - the signature and name of the staff member / volunteer to whom the payment was made.

7. Refer to Attachment 1 for a summary of current Client Contribution schedule and usual payment methods.

Client Contribution requirements for specific Pinnacle Community Services

Commonwealth Home Support Programme:

Home Modifications and Maintenance

1. The service will provide options to the Client where *time payment* for Client Contribution can be arranged. The schedule of Client Contribution is negotiated individually with each Client.

Community Transport Service

1. A fare is paid by the Client at the time of the transport, or prior to the trip being taken. There are set Client Contribution for transport to regional areas that include but not limited to Wagga and Griffith. There are set Client Contribution for transport in the Temora Township (Refer to Attachment 1).

Day Programs

1. Client Contributions are paid on the day for activities, meals etc.

Meals on Wheels

1. Client Contributions include the cost of the meal (including ingredients, packaging) Prices vary depending on types of meals selected by the client.



Home Care Packages Programme:

1. Clients who commence a Home Care Package may be asked to contribute towards the cost of their care. Providers may ask clients to pay the following:
 - A basic daily fee; and
 - An income-tested care fee (if their income is over the maximum income for a full pensioner).

These amounts must be included in the clients individualised budget and monthly statement.

Basic Daily Fee:

1. Pinnacle Community Services **may** ask everyone taking up a home care package to pay the basic daily fee, irrespective of the client's income and whether or not they are a member of a couple.
2. The basic daily fee is 17.5 per cent of the basic rate of the single age pension. The rate is readjusted on 20 March and 20 September each year in line with changes to the age pension.

Income-Tested Care Fee:

1. Depending on a client's income, Pinnacle Community Services **may** ask the client to contribute more to the cost of their care. This is the income-tested care fee and is different for everyone because it is based on an individual's income. This fee is in addition to the basic daily fee.
2. The amount of subsidy and primary supplements that the Government would normally pay to Pinnacle Community Services is reduced by the maximum amount of income-tested care fee that the client can be charged.
3. Full pensioners **do not pay** an income-tested care fee.

Income Test Assessment:

1. The Department of Human Services (DHS) calculates an income-tested care fee based on an assessment of the client's financial information. This assessment does not include the value of their home or other assets.
2. Following the assessment, DHS will advise the Pinnacle Community Services and the client of the maximum fees payable.
3. If a person receives a means tested income support payment, such as the age pension (full or part), disability support pension or service pension, they can contact
 - DHS on 1800 227 475 or
 - Department of Veterans' Affairs (DVA) on 1800 555 254and request a fee advice letter for home care.
4. DHS (or DVA) will have enough information to calculate the maximum fees payable.
5. When Pinnacle Community Services has notified DHS that the client has entered their service through the Aged Care Entry Record, DHS will notify Pinnacle Community Services and the client of the maximum fees payable based on the information it already holds.



6. A client who is not in receipt of a means tested income support payment or who is a self-funded retiree will need to seek an income assessment from DHS. To seek an income assessment, the client will need to fill out an Aged Care Fees Income Assessment form (SA456), which is available on the DHS website or by calling 1800 227 475.

Annual and Lifetime Caps on Income-Tested Care Fee:

1. There are annual and lifetime caps that apply to the income-tested care fee. The annual cap is applied on a daily basis.
2. Once DHS has completed a person's income assessment they will advise the client and Pinnacle Community Services of the maximum daily income-tested care fee the person can be asked to pay. Once these caps are reached, the client cannot be asked to pay any more income-tested care fees for the relevant period.
3. DHS will notify Pinnacle Community Services and client once the cap has been reached. The Government will pay the remaining income-tested care fees for the client by way of increased subsidy to Pinnacle Community Services after these caps have been reached.
4. The annual and lifetime caps can be found on the Schedule of Fees and Charges for Residential and Home Care.

Appeals Mechanism

1. Clients, potential Clients and their advocates may lodge an appeal with the Coordinator if they are unhappy with the level or extent of fees charged.
2. All Clients will be advised of the process for lodging an appeal in the event of the Client Contribution being questioned.
3. The appeals process is as follows.
 - The Client contacts the Pinnacle Community Services Coordinator in writing or by phone and requests that their Client Contribution be reviewed.
 - The Coordinator will arrange a meeting / review with the Client / carer and will respond within **seven (7) working days** to discuss the appeal.
 - In some instances, based on the principles outlined under 'Capacity to Pay' (above), the Coordinator may arrange for the Client Contribution to be waived.
 - Any changes to the Client's Contribution arrangements will be noted in the care plan.
 - If the Client is not satisfied with the result of the Coordinator's response, they may request that the matter be referred through the Compliments and Complaints process (refer to Compliments and Complaints Policy).
 - The Client will receive a written statement of the outcome of their appeal.
4. No Client will be disadvantaged or penalised as a result of lodging an appeal.
5. A Client's right to appeal should be fully explained at the time of assessment and reassessment and is outlined in the 'Client Handbook'.

Attachment:

- Attachment 1: Commonwealth Client Contribution Schedule



Authorisation:

Status	Current	
Owner	General Manager	
Superseded Policy	Fees	
Date of Adoption/ Amendment	Revision Number	Review Date
18/12/2014	0	June, 2016
21/7/2016	1	June, 2017
March 2020	2	March 2022

Related Council Policy / Procedure

Rights and Responsibilities of Client Policy

Compliments and Complaints Policy

Access to Service Policy

Privacy and Confidentiality Policy

Client Contribution Framework (2015)

National Guide to the CHSP Fees Contribution Framework (2015)

CHSP Manual (2020-2022)

CHSP Guidelines (2020-2022)

NDIS Price Guide



Attachment 1
Commonwealth Home Support Program - Client Contribution Schedule

Commonwealth Home Support Program (CHSP) - Client Contribution Schedule – as at July 2020				
Service Type	Description of service	Client Contribution of service		Payment / Collection of Fees
Community Transport – BUS	Temora Town Trips	Return	\$5.00	<ul style="list-style-type: none"> Client Contribution are collected by the bus operator at time of travel.
	Temora or Cootamundra to Wagga	Return	\$20.00	
Community Transport – Community Car	Volunteer driven car to medical appointments out of town e.g. Wagga Wagga	Client contribution varies depending on location of appointment destination as per Destination Pricing Schedule		<ul style="list-style-type: none"> Client Contribution are collected by the volunteer at time of travel.
Laundry Service	Washed, dried, folded per load	\$7.00		<ul style="list-style-type: none"> Monthly accounts are sent to Clients, family members or the Protective Commissioner- Estate Manager.
Domestic Assistance	Assistance with domestic tasks	\$10.00 per hour		<ul style="list-style-type: none"> Monthly accounts are sent to Clients, family members or the Protective Commissioner- Estate Manager.
Flexible Respite	In-home respite as per client requests	\$10.00 per hour		<ul style="list-style-type: none"> Monthly accounts are sent to Clients, family members or the Protective Commissioner- Estate Manager.

Personal Care	Assistance with self-care tasks, including Medication monitoring.	\$10.00 per hour	<ul style="list-style-type: none"> Monthly accounts are sent to Clients, family members or the Protective Commissioner- Estate Manager.
Home Maintenance and Modification	Maintenance	\$15.00 per hour and cost for materials	Maintenance: <ul style="list-style-type: none"> Payments of maintenance fees can be paid as per invoice.
	Modification	\$15.00 per hour contribution toward labour and cost for materials	For Home Modifications: <ul style="list-style-type: none"> Accounts are sent out after completion and inspection of work.
Social Support Group - Centre based day program	Thursday Social Group	\$10.00 per session Client will pay for cost of meals	<ul style="list-style-type: none"> Client Contribution are collected on the day. Arrangements can be made with the carer.
Food Services	Hot Delivered Meals - Temora: White Rose Café consists of main meal and/or sweets	Client will pay for cost of meals: \$11.50 (one course) \$12.00 (two course)	<ul style="list-style-type: none"> Accounts are sent to the Client, family member, or the Protective Commissioner – Estate Manager.
	Frozen Meals – Temora & Leeton	Various costs from different suppliers	

POLICY STATEMENT

CODE OF CONDUCT POLICY

POLICY ADOPTED: **Date** **18/12/2014**

Policy Objective:

This policy sets out a Code of Conduct expected of all staff and volunteers working for Pinnacle Community Services, Temora Shire Council.

Responsibilities:

The Manager of Pinnacle Community Services is responsible for the implementation of this policy. Coordinators, all other employees and volunteers engaged by Pinnacle Community Services are required to comply with this policy.

Policy Statement:

Pinnacle Community Services will adopt the highest ethical standards and abide by procedures outlined in this policy under the Temora Shire Council Code of Conduct

Principles behind the Code of Conduct and Ethics - The Code of Conduct is based on the following principles which require that all staff and volunteers should:

- Operate with the highest level of integrity;
- Have a commitment to social justice;
- Strive for best practice;
- Avoid conflicts of interest;
- Be accountable;
- Be professional in their work and in their dealings with others;
- Demonstrate a commitment to service quality;
- Be mindful of confidentiality issues; and
- Report corrupt or unethical behaviour.

Definitions:

Code of Conduct - A code of conduct / behaviour is a set of rules outlining standards for acceptable behaviour at work. It makes it clear to all people what is expected, and reduces confusion and possible conflict.

Legislation:

- New South Wales Associations Incorporation Act 2009
- Associations Incorporation Regulation 2010
- Associations Incorporation and Other Legislation Amendment Bill 2006
- Public Service Act 1999



Recommended Practices:

1. This policy is to be read in conjunction with the Temora Shire Council's Code of Conduct.
2. A copy of the 'Code of Conduct' is given to all staff and volunteers on recruitment and included in the induction process.

Code of Conduct for staff and volunteers of Pinnacle Community Services

Staff and volunteers agree to:

1. Abide by the philosophy of the Pinnacle Community Services.
2. Observe all the rules to the Temora Shire Council – Code of Conduct.
3. Adhere to all the accounting procedures of the Temora Shire Council.
4. Represent the Pinnacle Community Services positively with people outside the organisation.
5. Not discuss confidential issues of Pinnacle Community Services with people outside the organisation.
6. Not accept gifts from Pinnacle Community Services clients (except home garden produce, chocolates or gifts of appreciation). Gifts of appreciation e.g. lottery ticket, under \$10. (Refer to Temora Shire Council Management, Governance, Policy Number: G17, 4.3A p.34). A gifts Register is kept to record the receipt of token gifts, or any gifts that are refused.
7. Not take illegal drugs or consume alcohol when on duty or on the premises.
8. Not have sexual relationships with Pinnacle Community Services clients or take them to staff homes.
9. Follow any grievance procedures to try to resolve any conflicts with other staff members of the Pinnacle Community Services.
10. Not have a conflict of interest by being a member of any other group or organisation with opposite or conflicting views with the philosophy, aims and policies of Pinnacle Community Services.
11. Not harass in any form clients, other staff or members of the Pinnacle Community Services.
12. Not abuse, physically or verbally, clients, other staff or members of Pinnacle Community Services.
13. Not give advice to client.
14. Not alienate clients from their family.
15. To promptly notify the Manager of Pinnacle Community Services of any changes to personal details that will have an effect on service delivery (e.g. loss of drivers' licence; taking medication that may impact on ability to work).
16. Treat clients with courtesy, respect and consideration, act on complaints and provide services to the best of their ability.

Failure to abide by the above rules may lead to dismissal from Pinnacle Community Services.



Code of Dress

1. Staff and volunteers are to wear neat clothes appropriate to the type of work and not offensive to clients.
2. Employees are to wear 'Personal Identification Badge' at all times when representing Pinnacle Community Services.
3. *Refer to Temora Shire Council - Policy on staff uniforms.*

Disclosing Breaches of the Code of Conduct

1. Every individual has a responsibility for ensuring that the Pinnacle Community Services maintains the highest level of probity and that Pinnacle Community Services is not brought into disrepute. As such, each person has an individual responsibility to report possible breaches of the 'Code of Conduct' to the appropriate persons so that it can be fully investigated. The appropriate person will vary depending on the nature of the conduct and the persons believed to be involved.
2. If the suspected fraud or corrupt conduct involves:
 - One or more staff members, then it can be reported to the Manager of Pinnacle Community Services.
 - The Manager of Pinnacle Services can be reported to the General Manager of Temora Council.
 - The Temora Shire Council Management: Function: Governance, Policy Number: G6, Fraud Control Policy.
 - If unresolved reports can also be made to the Independent Commission Against Corruption (*Refer to Temora Shire Council policies as a guide to the procedure*).
 - Where neither option is practical, contact the appropriate person within the program funding body.

Investigating Breaches of the Code of Conduct

1. Investigations will be handled discreetly and as quickly as possible. Information will be shared on a 'need to know' basis only and all people questioned should be reminded of their responsibilities to maintain confidentiality.
2. Any investigation should be handled in such a way that a person who is alleged to have breached the code of conduct:
 - Will be presumed innocent until proven guilty; and
 - Should have a right to respond to allegations made against them.
3. Investigations will be undertaken according to the *Temora Shire Council Policy Function: Governance, Policy Number: G17, Code of Conduct.*

Outcome

1. Depending on the nature of the breach the outcome may be as follows:
 - Counselling or training;
 - Additional supervision or mentoring;
 - Formal warning; and
 - Dismissal.
2. If the breach is serious it may also lead to prosecution.



Quality Assurance

1. All new staff and volunteers will be presented with an information session on the 'Code of Conduct' and this will be recorded.
2. Signed Code of Conduct forms will be filed in personnel files for staff and volunteers.
3. Possible breaches of the 'Code of Conduct' will be documented and investigated appropriately and in a timely manner.
4. The relevant funding body will be notified of incidents in accordance with this policy.

Authorisation:

Status	Current	
Owner	General Manager	
Superseded Policy	Code of Conduct	
Date of Adoption/ Amendment	Revision Number	Review Date
18/12/2014	0	June, 2016
21/7/2016	1	June, 2017
August 2020	2	August, 2022

Related Council Policy / Procedure
Temora Shire Council Conflict of Interest Policy
Temora Shire Council Code of Conduct Policy
Privacy and Confidentiality Policy
Temora Shire Council Police Check Policy
Volunteer Policies
Staffing Policies
Client Referral Policy



POLICY STATEMENT

COMPLIMENTS AND COMPLAINTS POLICY

POLICY ADOPTED: **Date** **18/12/2014**

Policy Objective:

This policy assists staff, clients including children/ young people and their representatives (parent/ guardians) with the timely and effective management of compliments and complaints in regard to services provided by Pinnacle Community Services.

Responsibilities:

This policy applies to all personnel including staff and volunteers, engaged to provide services for Pinnacle Community Services programs.

Policy Statement:

The aim of this policy is to improve the quality of care and services provided, by adopting a positive, blame-free approach to resolving complaints.

Compliments received by Pinnacle Community Services tell us what we're doing right. Complaints received by Pinnacle Community Services are seen as an opportunity for improvement. All feedback is taken seriously. We will make all reasonable efforts to understand issues or concerns, and resolve complaints within the service when they arise. The client will be informed that they have the right to have an advocate of their choice to present any complaints and to assist them through the complaints management process.

Pinnacle Community Services has systems in place to manage complaints internally. However, if issues cannot be resolved internally, clients will be encouraged to access other avenues for external complaint resolution, including the Commonwealth of Australia (the Aged Care Complaints Commissioner) 2016 'NDIS Quality and Safeguards Commission and the NSW Ombudsman.

All complaints in relation to criminal conduct will be referred to Police for investigation.

Pinnacle Community Service will comply with the Commonwealth Home Support Programme (CHSP) Manual 2018- 6.1.7 – Complaints Mechanism.

Pinnacle Community Service will also comply with the statutory procedures for Voluntary -Out-of-Home Care (VOOHC) and NDIS.

This policy is to be read in conjunction with the Temora Shire Council *Complaints Reporting Mechanism*.

Definitions:

Complaint- A complaint is an expression of dissatisfaction with the policies, procedures, charges, staff, agents or quality of service. A complaint may relate to a specific incident or issue involving Council, or to matters of a more philosophical or general nature regarding Council's processes and/or procedures. For example, a complaint is considered to be anything that someone considers is unreasonable or unfair about some aspect of the service provision provided by Pinnacle Community Services.

Complainant - A complainant is a person making a complaint. The term refers collectively to clients / carers and their family, as well as representatives, carers and health professionals. It does not include staff of Pinnacle Community Services in the context of this policy (Refer to Temora Shire Council policies for staff related matters)

Investigation -The purpose of an investigation by a service provider is to gather relevant information that can be used to identify an appropriate solution which will resolve the complaint. Not all complaints require a formal investigation to be resolved.

Care Recipients' (Client / Carer) rights - Care recipients have a number of rights in relation to complaint mechanisms. These include the right to:

- be treated with respect and accepted as an individual, and to have their individual preferences taken into account and treated with respect;
- freedom of speech;
- complain and take action to resolve disputes;
- have access to advocates and other avenues of redress;
- be free from punishment, or well-founded fear of punishment, in any form for taking action to enforce their rights (from *Better Practice Guide to Complaint Handling in Aged Care Services*, Australian Government Department of Health and Aging, 2013).

Compliment - Compliments are considered positive feedback and inform us what we are doing right / well.

Legislation:

- Aged Care Act 1997 (the Act)
- Community Services (Complaints, Reviews and Monitoring) Act 1993
- Disability Services Act 1993 No.3, Principles (Schedule 1)
- Ombudsman Act 1974
- Children and Young Persons (Care and Protection) Act 1998 (the Act) Sections 134-135C and 156-156B and Chapter 16A
- Children and Young Persons (Care and Protection) Regulation 2012 (the Regulation) Clauses 69-85 and 28 and Schedules 3 and 4
- Privacy Act 1988
- Australian Privacy Principles (APP's)
- Commonwealth of Australia (the Aged Care Complaints Commissioner) 2016
- NDIS Quality and Safeguarding Framework

References:

- *Better Practice Guide to Complaint Handling in Aged Care Services*, Australian Government Department of Health and Aging, 2013, <http://www.health.gov.au/internet/main/publishing.nsf/content/ageing-complaints-index.htm>
- Aged Care Principles (Quality of Care Principles – Accreditation Standards; User Rights Principles – the Charter of Residents' Rights and Responsibilities)
- Registration and monitoring guide Voluntary out-of-home care monitoring framework Office of the Children's Guardian 16 December 2016
- Statutory Procedures Voluntary out-of-home care in NSW
- Guidelines for the Aged Care Complaints Commissioner, www.agedcarecomplaints.gov.au.
- Commonwealth Home Support Programme Program Manual 2018



Recommended Practices:

1. Pinnacle Community Services procedure will comply with all funding programs requirements in providing a complaints and dispute resolution system for all clients.
2. All complaints in relation to criminal conduct will be referred to Police for investigation.
3. Pinnacle Community Services will respond and manage complaints made about a subcontractor that they have engaged to provide a service.
4. Complaints made regarding the My Aged Care Assessment process will be managed by My Age Care, (Regional Assessment Service (RAS) in the first instance. The Manager will refer the Client to the My Aged Care RAS (Regional Assessment Service) regarding the complaints. (Refer to Commonwealth Home Support Programme, Program Manual 2018, 4.4.4 My Aged Care Interactions).
5. Pinnacle Community Services clients are made aware of the compliments and complaints handling process through the 'Client Handbook' on intake and service assessment. The client handbook informs clients and carers that they can lodge a compliment and complaint at any time should they have any concerns regarding the service provided (Attachment 1).
6. The Compliments and Complaints Policy and Procedures are provided in the quarterly Pinnacle Community Services Newsletter on a rotating basis.
7. The Pinnacle Community Services *Compliments and Complaint Policy* is promoted widely within our service. Copies of the policy, the *Compliments and Complaint* form and other relevant forms are available to clients and carers.
8. Pinnacle Community Services have a complaints register and complaints recording form (Attachment 2 and Attachment 3). Complaints can be received by various avenues, including a telephone call. These complaints must also be recorded in the Complaints Register.
9. Staff and volunteers will receive training on this policy at orientation and induction and ongoing training annually. Staff and volunteers are available to assist clients, their families and representatives in providing feedback to Pinnacle Community Services.
10. The client will also be made aware of their right to access an advocate at any time, and especially when making a complaint or providing feedback on service delivery.
11. Clients have a right to complain about staff, management and the service they are receiving without fear of retribution and can expect complaints to be dealt with promptly. The Pinnacle Community Services' Coordinators will take steps to ensure that clients feel comfortable to continue accessing the service after making a complaint.
12. Complaints regarding Temora Shire Council staff and management will be managed in accordance to *Temora Shire Council Complaints / Disclosure Reporting Procedure and Temora Shire Council Complaints Reporting Mechanism*.



Acknowledgement of Complaints

1. The first step is to acknowledge the compliment or complaint (Attachment 4). Acknowledging the complaint quickly indicates to the complainant that their concerns are taken seriously, and that Pinnacle Community Services wants to work towards a prompt resolution.
2. The Manager or relevant Coordinator will contact the complainant within **24 hours** of the complainant being made where the complainant contact details are provided. The acknowledgement should:
 - outline the complaint process;
 - invite the client / complainant and their representatives to participate in the resolution process;
 - inform the client that they have the right to call an advocate of their choice to assist them through the complaints process;
 - provide contact details and where possible the name of a contact person;
 - reassure that confidentiality will be respected during the process;
 - give an estimate of how long it's likely to take to resolve the complaint; and
 - advise when the complainant will next be contacted.

Lodging Complaints

1. As per Temora Shire Council Complaints Reporting Mechanism, compliments and complaints may be lodged in the following ways:
 - by telephone to Temora Office 02 69771326 and Cootamundra Office 02 69427786;
 - in person verbally to the Pinnacle Community Services Manager or a Coordinator or by approaching a staff member for assistance; and
 - in writing by:
 - dropping off a completed *compliments or complaints* form;
- Temora Office**
- email: temorareception@pinnaclecommunityservices.com.au
 - mail: P.O. Box 171, Temora. 2666
- Cootamundra Office**
- email: cootareception@pinnaclecommunityservices.com.au
 - Mail : P.O. Box 50, Cootamundra. 2590
 - Facsimile 02 69427794

Recording of Complaints

1. If someone gives a verbal compliment or complaint, they should be encouraged to complete a *compliments or complaints form* (Attachment 2 and Attachment 3) to facilitate the tracking of feedback by the service. Alternatively, staff will use the form to record verbal feedback to facilitate tracking by the service and inform ongoing improvement activities (Attachment 5).
2. All complaints received by Temora Shire Council are forwarded to the Pinnacle Community Services Manager.

Clients with Special Needs

1. When a client with special needs is making a complaint or providing feedback, the Pinnacle Community Services Coordinator will ensure that the specific special needs of the client are considered when reviewing a complaint. The presence of an advocate such as family member, friend or the support of an interpreter may be required.
2. The Pinnacle Community Services Coordinator will ensure that any actions or interventions are appropriate to people from special needs groups. This may require the involvement of organisations with expertise in special needs groups either in providing advice or assisting in actions (refer to Client with Special Needs Policy).



Assessment and Assigning Priority to Complaints

1. Compliments, complaints and or other types of feedback about Pinnacle Community Services will be referred to the Pinnacle Community Services Manager in the first instance.
2. Some complaints can be resolved quickly (Attachment 6) through open communication or an apology. Sometimes the scope of a complaint is not clear and clarification is needed. Compliments will be noted and recorded in the compliments register.
3. More complex complaints may require the Pinnacle Community Services Manager to investigate the underlying issues or make referrals to other organisations (Refer to *External Complaints* section in this policy).
4. Early assessment of a complaint is essential for effective complaint handling. The assessment should include:
 - clarifying the concerns and issues raised by the complainant;
 - determining the level of risk to the wellbeing, safety and health of clients / carers and or staff identified in the complaint;
 - deciding whether priority should be given to dealing with one or more aspects of a complaint; and
 - asking the complainant how they would like to see their complaint resolved.
5. Often, complaints that are straightforward with low risk to the client can be resolved on first contact, or through conciliation with the complainant. The Pinnacle Community Services Manager / Coordinator will endeavour to resolve the complaint promptly.

Planning

1. The amount of detail in the plan to address complaints should reflect the complexity and seriousness of the issues trying to be resolved.
2. The Pinnacle Community Services Manager, Coordinators will assess if more complex issues can be better managed with a plan. In these instances, a plan should:
 - define the concerns that are to be examined;
 - identify the resolution the complainant is seeking and whether this expectation can be met;
 - list the possible source and types of information that need to be gathered;
 - include complainants, staff and the client, if different to the complainant, to achieve a mutual resolution;
 - provide an estimate of the time it will take to resolve the complaint; and
 - note any special considerations that apply - for example, if there is sensitive or confidential information involved.
3. The plan may require adjustment along the way.

Investigation

1. Principles of fair investigation include:
 - *Impartiality*: Each complaint should be approached with an open mind and findings should be objective.
 - *Confidentiality*: A complaint should be investigated in private. The complainant's and or advocate's confidentiality needs to be respected at all times, and information should be shared on a 'need to know' basis only.
 - *Transparency*: A complainant and or advocate should be told about the steps in the complaint process and be given an opportunity to participate in reaching a resolution. Regular contact will be maintained with all parties to the complaint.
 - *Timeliness*: The investigation will be conducted in a timely manner.
2. The Pinnacle Community Services Manager and or other nominated Temora Shire Council representative, investigating the complaint, will keep written records of any information or findings.



3. The Pinnacle Community Services Manager and or nominated Temora Shire Council representative will ask complainants to assist by providing any documentation they may have in relation to the complaint and will be given an opportunity to present their point of view.
4. It is not always possible to resolve complaints that involve disputed matters. This should be explained to the complainant. The Pinnacle Community Services Manager and / or a nominated Temora Shire Council representative will consider alternatives in these situations including conciliation; mediation or external complaint mechanisms (refer to section in this policy on *External Complaints*).

Response to Complaints

1. The nature of complaints differs widely. Early assessment of a complaint is essential for effective complaint handling. The assessment should include:
 - clarifying the concerns and issues raised by the complainant;
 - determining the level of risk to the wellbeing, safety and health of care recipients and staff identified in the complaint;
 - deciding whether priority should be given to dealing with one or more aspects of a complaint; and
 - asking the complainant how they would like to see their complaint resolved.
2. Often what the complainant is seeking will be straightforward. For example, an apology or a small change in services. Often, complaints that are straightforward with low risk to the client can often be resolved on first contact, or through conciliation with the complainant.
3. Once the Pinnacle Community Services Manager and / or the nominated Temora Shire Council representative have reached a decision, this should be communicated clearly to the complainant.
4. Written acknowledgement can be beneficial, but is not always necessary. If the complaint is made by telephone and cannot be resolved straight away, it might be more efficient to talk to the complainant about how the complaint will be handled and when they will next be contacted. The person dealing with the issue will ensure this phone call is documented.
5. Similarly, a complaint that is made by letter and can be resolved quickly can sometimes be acknowledged and resolved at the same time.
6. Within **twenty-four (24) hours** of receipt of a complaint, in circumstances where a complainant has provided his/her name, address and contact details, the Pinnacle Community Services Coordinator, will provide acknowledgement of receipt of the complaint to the complainant. Such acknowledgement may be by telephone or in writing as appropriate.
7. The Coordinator will ensure that the complainant is kept informed of progress regarding investigation and resolution of the complaint and this will be recorded.
8. The Pinnacle Community Services Manager will provide written advice to the complainant as to the outcome of investigation (Attachment 7) within **twenty-one (21) days** and ask for their feedback on the complaints procedure.
9. Where appropriate, the complainant will also be advised of any measures taken to minimise chances of the issue(s) underlying the complaint occurring again.
10. Person/s affected by the complaint should be fully informed of any allegations and given the opportunity to respond.



Dispute between Client and Carer

1. If Pinnacle Community Services representatives become aware of a dispute between a client and their Carer, which concerns the service, the Pinnacle Community Services Manager will either:
 - mediate and attempt to negotiate a solution, or
 - with the client 's permission, bring in someone with mediation skills to attempt a solution (refer to *External Complaint Mechanisms* section of this policy).
2. If a dispute arises, which *does not* involve Pinnacle Community Services, the Manager may, with the client 's permission, contact a suitable mediator to attempt a solution (refer to *External Complaint mechanisms* section of this policy).
3. Pinnacle Community Service staff and volunteers will recognise a duty of care in any abusive situation and will follow the relevant protocols.

Complaints Involving Staff or Volunteers

1. The Manager is responsible for the resolving of complaints which involve staff members or volunteers.
2. Internal complaints will be managed in accordance to *Temora Shire Council Grievance Policy*.
3. External complaints will be managed in accordance to this policy and procedure. Also refer to *Temora Shire Council Complaints / Disclosure Reporting Procedure and Temora Shire Council Complaints Reporting Mechanism*.

Complaints Involving Temora Shire Council Management

1. Complaints made about management of Temora Shire Council will be managed in accordance to the *Temora Shire Council Complaints / Disclosure Reporting Procedure and Temora Shire Council Complaints Reporting Mechanism*.
2. If the matter remains unresolved refer to the External Complaint Mechanism section in this policy.

External Complaint Mechanisms

1. If clients / carers do not feel comfortable raising a complaint directly with Pinnacle Community Services or continue to be dissatisfied after raising concerns with us, assistance is available.
2. The Pinnacle Community Services Manager will seek assistance from the Temora Shire Council (the auspicing body) to consider the options / processes as per Temora Shire Council Complaints Reporting Mechanism and other relevant Council protocols.
3. The following options are available.
 - I. The involvement of a mediator.
 - Temora Shire Council will nominate a person who can be called as a mediator (the person nominated will not be staff members of Pinnacle Community Services or have a direct connection to the staff or Advisory committee of Pinnacle Community Services). Persons nominated as mediators should possess professional mediation skills.
 - The complainant is entitled to be accompanied by an advocate of their own choice.



- The Director of Finance and Administration, Pinnacle Community Services Manager and the nominated staff member will be in attendance at the mediation.
 - If the matter still remains unresolved the mediator will advise the Temora Shire Council in writing of the outcome.
4. If the issue is still not resolved, the complaint should be referred to one of the following appropriate organisations:
- I. **National Aged Care Advocacy Program (NACAP):** a free and confidential service promoting the rights of aged care recipients. **Phone 1800 700 600.**
 - II. **The Aged-Care Rights Service (TARS)** a free and confidential service promoting the rights of aged care recipients.
Phone: 1800 424 079, (02) 9281 3600
 - III. **Aged Care Complaints Commissioner:** a free and confidential service available for client / carers who are unable to resolve concerns about a CHSP Service Provider or for or anyone to raise a complaint about Australian Government subsidised aged care.
 1. **In Writing:**
Aged Care Complaints Commissioner -
GPO Box 9848 (your capital city and state/ territory)
 2. **Phone:** 1800 550 552 (1800 calls are free from fixed lines; however, calls from mobiles maybe charged)
 3. **Online:** www.agedcarecomplaints.gov.au
 - IV. **NSW Ombudsman:**
 1. **Phone:** Toll Free: 1800 451 524
 2. **Online:** www.ombo.nsw.gov.au
 - V. **NDIS Quality and Safeguards Commission:**
 1. **Phone:** 1800 035 544 (free call from landlines) or
 2. TTY 133 677.
 3. National Relay Service and ask for 1800 035 544.
 4. **Online:** www.ndiscommission.gov.au
 - VI. **Human Rights Commission:** **Phone:** (02) 92849600
 - VII. **Anti-Discrimination Board:** **Phone:** 1800 670 812; (02) 9268 5544
 - VIII. **NSW Civil and Administrative Tribunal:** **Phone:** 1800 472 679

Follow Up

1. Pinnacle Community Services encourages complainants to consider providing feedback when responding to their complaint.
2. The Pinnacle Community Services Manager will ask the complainant and / or client / carer and / or advocate for their feedback on the complaints procedure.
3. If a complainant is not happy with the outcome, Pinnacle Community Services Manager will consider other options. Other options could include:
 - internal reviews being carried out by staff who have not been involved;
 - mediation of an unresolved dispute between a complainant and a service provider where a mediator can help clarify matters, provide an impartial perspective and propose solutions that both parties can agree to.
4. If a claim made by the complainant has not been accepted, this should be noted and explained.
5. The complainant will be given an outline any alternative options available to the complainant, including internal review and external complaint mechanisms such as the Scheme.



6. The client should be informed of the outcome of their complaint and asked for their feedback on the complaints procedure.
7. A suitable timeframe for the resolution of a complaint will be **twenty-one (21)** working days.

Continuous Improvement

1. Complaints can point to issues or problems that could be repeated in a service. This possibility should always be considered when finalising a complaint. A review of procedures and policies can be a beneficial outcome.
2. Management of the Pinnacle Community Services has responsibility for systemic improvements. It is therefore important that complaint issues and trends are reported and analysed.
3. All information / feedback provided to staff or volunteers assisting in the home and the community are presented to the relevant Coordinator after permission is given from the client.
4. Clients are also encouraged to contact the relevant Coordinator if they prefer, to have their concerns heard.
5. The Coordinator has the responsibility of collating the information and following up with the client to ensure their complaint / information / feedback is heard. This feedback is collected on the feedback form for each service.
6. Complaints relating to service delivery shall be tabled at each Team Meeting, provided it is appropriate for the complaint to be tabled at the meeting. 'Complaints' is a permanent agenda item.
7. The Pinnacle Community Services Manager is responsible for the monitoring of complaints.
8. All information presented to the Pinnacle Community Services Manager is collated in services summary format to ensure that the services are responsive and assist in improving outcomes for clients.
9. Informal feedback assists in the planning for future service development.
10. Information is presented at the Temora Shire Council Pinnacle Community Services Advisory Committee quarterly meetings and provided at Planning Days etc.

Auditing

1. The feedback and complaints processes are regularly audited as part of the audit program for Pinnacle Community Services.
2. All staff, client / carers and other stakeholders are encouraged to provide ongoing feedback on how to improve service delivery.

Confidentiality of Complaints

1. As far as possible, the fact that a client has lodged a complaint and the details of that complaint should be kept confidential amongst parties concerned with its resolution.
2. The client's permission should be obtained prior to any information being given to other parties that may be involved (Refer to Consent Policy; Privacy and Confidentiality Policy).
3. Complaint documentation will be kept in a safe, locked place and accessible only to staff handling the complaint.



4. Statistics on all types of compliments and complaints will be recorded and used to inform ongoing improvement activities within the service. The identity of the complainant or persons named in the feedback will not be disclosed.

5. Council will ensure that confidentiality is maintained in regard to complaints received.

Attachments:

- Attachment 1: Compliments and Compliant Support Statement
- Attachment 2: Complaints Form
- Attachment 3: Compliments Form
- Attachment 4: Letter Acknowledging a Complaint
- Attachment 5: Individual Complaints Tracker Form
- Attachment 6: Quick Fix Form
- Attachment 7: Letter Confirming a Complaint has been Resolved

Authorisation:

Status	Current	
Owner	General Manager	
Superseded Policy	Consumer Complaints	
Date of Adoption/ Amendment	Revision Number	Review Date
18/12/2014	0	June, 2016
21/7/2016	1	June, 2017
28/6/2018	2	June, 2019
August 2020	3	August, 2022

Related Council Policy / Procedure
Temora Shire Council, Complaints Reporting Mechanism
Temora Shire Council Grievance Policy
Temora Shire Council Complaints / Disclosure Reporting Procedure
Rights and Responsibility of the Client Policy
Consent Policy
Privacy and Confidentiality Policy
Assessment Policy
Reassessment and Review Policy
Access to Service Policy
Advocacy Policy
Voluntary Out of Home Care Policy



Attachment 1
Compliments and Complaints Support Statement



Helping you to live your life your way

Compliment and Complaint Support Statement

We support your right to share compliments, feedback, concerns or make a complaint.

We welcome feedback and complaints as part of our commitment to provide a high quality service.

Tell us what we're doing well. We appreciate hearing from you.

If you have a concern, we also want to hear from you.

We understand the importance of resolving matters promptly within our service.

We aim to provide a welcoming environment for you to raise a concern or a complaint.

We value open and timely communication. It benefits our ongoing relationship with you.

We will work with you to address concerns and resolve issues. Seeking to resolve concerns or complaints is part of our responsibilities.

A copy of our *Compliment and Complaint Handling Policy* is available for you to view.

To get a copy of the policy or for more information please speak to:

(Signature)

[NAME AND TITLE OF STAFF MEMBER eg Service or Facility Manager /CEO]

**Attachment 2
Complaints Form**



COMPLAINT FORM

YOUR DETAILS

Name of Person Lodging Complaint:	
Address:	Daytime Contact No:
Date:	Email:

DETAILS OF COMPLAINT

Date:	Time:
Who/What is Your Complaint:	
Summary of Complaint:	

Signature _____

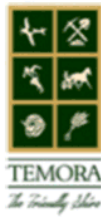
Date _____

www.pinnaclecommunityservices.com.au

June 2018

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**Attachment 3
Compliment Form**



COMPLIMENT FORM

YOUR DETAILS

Name of Person Lodging Compliment:	
Address:	Daytime Contact No:
Date:	Email:

DETAILS OF COMPLIMENT

Date:	Time:
Who/What is Your Compliment:	
Summary of Compliment:	

Signature _____

Date _____

www.pinnaclecommunityservices.com.au

June 2018

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Attachment 4
Letter Acknowledging a Complaint



Helping you to live your life your way

Letter acknowledging a complaint

To: [Complainant's name]
 cc: [Care recipient – if not the same as complainant]
 Address: [Line 1]
 [Line 2]
 Date: [Insert date]
 Dear [Name],

We have received a copy of your complaint relating to the following issue(s):

- [insert **details** of complaint – for example:
Issue 1: A concern that some of Mrs Jones' nightgowns are going missing during laundering.
Issue 2: Mrs Jones would like her meal on Saturday nights to be served later as she is out all day with her family.

We are sorry that you experienced dissatisfaction with our [laundry and catering] service.

We are committed to delivering high quality care and services and we will be looking into your complaint over the next [XX days / weeks].

We plan to review what has happened in this instance, why it happened and what we can do to prevent it from happening again. As part of our inquiries, we will consider what you have told us and provide a copy of your complaint to the manager responsible for the staff involved. We may also interview the staff who were providing care and services in relation to your complaint and examine service records and other internal documents, policies and procedures.

[IF APPLICABLE We intend to involve the care recipient in the resolution of this issue where appropriate.]

We will respect your privacy and confidentiality at all times while working to resolve your complaint, and communicate with you regularly to keep you informed about any progress.

If you are not satisfied with the way we handle your complaint you can contact:

- [Service Complaints Manager Name] on [Phone Number] or via email [Email Address] to discuss your concern, or
- *Aged Care Advocacy* for assistance – a free and confidential service promoting the rights of people receiving aged care services – on 1800 700 600, or
- the *Aged Care Complaints Scheme* – a free service for anyone to raise a concern about the quality of Australian Government subsidised aged care services – on 1800 550 552 or by visiting agedcarecomplaints.govspace.gov.au

If you have any concerns or would like to discuss any of these matters, please contact me on [insert contact details].

Yours sincerely,

[Name and contact details]

294 Hoskins St, Temora, NSW, 2666
 Ph: 02 6977 1326 Fax: 02 69780 723

**Attachment 5
Individual Complaints Tracker Form**



Helping you to live your life your way

Individual Complaint Tracker Form

ACTION TRACKER – 'AT A GLANCE'		
Task	Staff Member	Date
Complaint acknowledged		
Complaint assessed		
Investigation of events		
Resolution with complainant		
Confirmation with complainant		
Confirmation with manager		
Complaint closed		
External referral offered		
Complaint entered into Complaints Tracker		

1. Initial receipt of complaint

Date received: ____/____/____ Reference Number: _____

Staff member who received complaint: _____

Received ☐ in person ☐ via email ☐ via phone
☐ via mail ☐ via *Aged Care Complaints Scheme*
☐ via advocate ☐ other: _____

Initial action taken (if applicable): _____

2. Details of complaint

Complainant is ☐ a care recipient ☐ a family member ☐ a representative
☐ a staff member ☐ a staff member on behalf of care recipient
☐ anonymous ☐ other: _____

Complaint type: (tick all that apply)

☐ health / personal care ☐ physical environment ☐ medication management
☐ choice and dignity ☐ communication ☐ food and catering
☐ specified care / services ☐ abuse* ☐ personnel
☐ falls / falls prevention ☐ financial ☐ personal property
☐ laundry ☐ restraint ☐ catering
☐ other: _____

Complainant's name: _____

Complainant's address: _____

Complainant's email: _____

Complainant's phone: _____

Care recipient's name (if not complainant): _____

What happened, when and who was involved: _____

Outcome sought by complainant:

* Providers of residential aged care must also be aware of the responsibilities under the *Aged Care Act 1997* (Cth) to report allegations or suspicions of unlawful sexual contact or unreasonable use of force to the Department of Health and Ageing and the police.

3. Complaint resolution details

Approach: ☐ early resolution ☐ mediation ☐ conciliation
☐ investigation ☐ other: _____

Resolution / Investigation notes

Staff member involved: _____

Issues investigated / findings: _____

Interviews with relevant parties (include names, positions and dates):

Other notes: _____

4. Complaint outcome details

Date resolved: ____ / ____ / ____

Describe outcome:

Did complainant agree to outcome? ☐ yes ☐ noWas an internal reconsideration discussed? ☐ yes ☐ noComplaint referred to external agency? ☐ Scheme ☐ Advocacy☐ other: _____

Actions taken: ☐ apology ☐ explanation ☐ fee reduction
☐ fee waiver ☐ policy / procedure review
☐ other: _____

Recommendation for changes to policies / procedures (where applicable):

Date complainant informed of outcome: ____ / ____ / ____

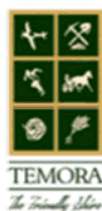
*If complainant is not care recipient, date care recipient informed: ____ / ____ / ____***5. Complaint closure and follow up**Complaint closed? ☐ yes ☐ no

Date closed: ____ / ____ / ____

Complaint entered into *Complaint Tracker*? ☐ yes ☐ no

294 Hoskins St. Temora, NSW, 2666
Ph: 02 6977 1326 Fax: 02 69780 723
www.pinnaclecommunityservices.com.au

Attachment 6
Quick Fix Form



Quick Fix Form

Our service is committed to providing high quality care and services and meeting your needs. We endeavour to fix problems and issues of concerns at the point of service where they arise.

We value your feedback – including complaints.
We view complaints as an opportunity to improve our services.

Please use this form to document information on minor, non-confidential issues and any actions taken to address the issue. This information will help us continue to improve our service, and may assist care recipients, family members and staff in finding a suitable 'quick fix' for other situations.

I am	<input type="checkbox"/> a care recipient	<input type="checkbox"/> a family member	<input type="checkbox"/> a representative
	<input type="checkbox"/> a staff member	<input type="checkbox"/> staff reporting on behalf of a care recipient	
	<input type="checkbox"/> other: _____		

The issue

The Quick Fix (what's been done to resolve the issue)

Thank you for taking the time to share feedback about our service.

www.pinnaclecommunityservices.com.au

Attachment 7
Letter Confirming a Complaint has been Resolved



Helping you to live your life your way

Letter confirming a complaint has been resolved

To: [Complainant's name]
 cc: [Care recipient – if not the same as complainant]
 Address: [Line 1]
 [Line 2]

Date: [Insert date]

Dear [Name],

Thank you for discussing your concerns about [insert **summary description** about the complaint eg *Mrs Jones' laundry and catering services*] with us.

We regret that you experienced dissatisfaction with the quality of our service.

We wish to confirm that we have looked into your complaint, discussed these issues with you and agreed on the following outcome and resolution:

- [insert **details about agreed facts and agreed resolution**, including any actions taken or promised to be taken. For example:

Issue 1: Some of Mrs Jones' nightgowns are going missing during laundering.

It was agreed that:

- we would replace any lost nightgowns
- you would put name labels on all new clothing items
- you would be given the name of a contact person who would receive Mrs Jones' new clothing and ensure they were added to a list of Mrs Jones' clothing. This list would be placed in the laundry and on the inside of Mrs Jones' wardrobe.

Issue 2: Mrs Jones would like her meal on Saturday nights to be served later as she is out all day with her family.

It was agreed that:

- the service would provide Mrs Jones with sandwiches, a salad, fruit and cold dessert on Saturday nights after her return to the service
- the service would document this in Mrs Jones' care plan and dietary preferences so that staff are aware of this.]

We hope that you are satisfied with the resolution of your complaint. Please let me know if there is anything else you would like to discuss with me.

Thank you for taking the time to raise your concerns with us. We view all complaints as an opportunity to improve the services we deliver and appreciate your assistance in the ongoing improvement of the care we provide.

Yours sincerely,

[Name and contact details]

294 Hoskins St, Temora NSW 2666
 Ph: 02 6977 1326
www.pinnaclecommunityservices.com.au

POLICY STATEMENT

CONSENT POLICY

POLICY ADOPTED: **Date** **18/12/2014**

Policy Objective:

Pinnacle Community Services is committed to protecting the privacy of personal information. This policy ensures that consent is sought from clients for receiving and providing client information to other services / organisations.

Pinnacle Community Services will also comply with the Children and Young Persons (Care and Protection) Act 1998 (the Act) Sections 134-135C and 156-156B and Chapter 16A, when providing/exchanging information about children and young people receiving the Voluntary Out-of-Home Care Program.

Responsibilities:

This policy applies to the Manager, Coordinators and staff from each of the Pinnacle Community Services Programs.

Policy Statement:

Pinnacle Community Services will not share any client information with another agency without the consent of the client or his / her legal guardian or advocate.

Pinnacle Community Services Voluntary Out-of-Home Care (VOOHC) program holds children and young people's information in the VOOHC Register. Under the NSW Voluntary Out-of-Home Care regulation, the safety, welfare and wellbeing of the child or young person takes precedence over the protection of confidentiality or an individual's privacy. Therefore, this information can be exchanged **without the client's/parent(s)/guardian consent to prescribed organisation**, in certain circumstances.

Definition:

Consent - For consent to be valid it must be voluntary and informed, and the person consenting must have the capacity to make the decision. These terms are explained below.

- *Voluntary* - the decision to consent or not consent to service delivery and disclosure of personal information must be made alone, and must not be due to pressure by staff, friends or family.
- *Informed* - the person must be given full information about what the service involves / what their personal details will be used for. Staff should not withhold information just because it may upset or unnerve the person.
- *Capacity* - the person must be capable of giving consent which means they understand the information given to them and they can use it to make an informed decision.



Legislation:

- Privacy Act 1988
- Australian Privacy Principles (APP's)
<http://www.oaic.gov.au/images/documents/privacy/applying-privacy-law/app-guidelines/APP-guidelines-combined-set-v1.pdf>
- Health Records and Information Privacy Act 2002 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Guardianship Act 1987 (NSW)
- NSW Voluntary Out-Of-Home-Care Legislation
- Children and Young Persons (Care and Protection) Act 1998 (the Act) Sections 134-135C and 156-156B and Chapter 16A
- Children and Young Persons (Care and Protection) Regulation 2012 (the Regulation) Clauses 69-85 and 28 and Schedules 3 and 4
- Children's Guardianship Act 2019



Recommended Practices:

1. Consent is sought from the client for receiving and providing client information to another services/organisation.
2. Client consent will be obtained to receive services as a prerequisite for all service delivery.
3. Consent is also gained in relation to planned service delivery through care planning.
4. All discussions between clients / parent(s) and guardian and the staff of the service will be treated confidentially and will not be disclosed to another person without the client's consent.
5. No information about a client will be shared with another agency without the consent of the client or his/her legal guardian or advocate.
6. My Aged Care staff will have received consent from each client, to enable their client record to be created and for information and referrals to be appropriately shared with assessors and service providers through the central client record system. (Refer to My Aged Care Guidance for Providers, 2015).
7. Information is only shared with other agencies when it is necessary to ensure appropriate support is delivered and only with the client's consent.
8. The client has the right to withdraw his/her consent to share personal information at any given time.
9. Consent can be verbal, non-verbal (for example, raising a hand to indicate they agree) and/or in writing by signing the client consent form.
10. The Coordinator will explain the extent of consent, why the information is collected and what it is used for. The relevant staff member will complete the 'Client Consent Form' (Attachment 1) and verify that written consent (signed by the client / carer or advocate) or verbal / nonverbal consent has been given. The client consent form is stored in the client's records in the office in a lockable filing cabinet or in some other equally secure manner.
11. Additional situations in which the client information will be used include;
 - Pinnacle Community Services will gain consent from the client to, in an emergency situation, enable staff to disclose personal information to other health service providers as appropriate to provide emergency care or services.
 - Information is collected and provided to government bodies regarding service provision (DEX data). In this situation it does not identify the client. If any information is provided to outside government agencies for data purposes, that the information is de-identified.
 - Consent is also gained from the client to enable the service to provide access to client records to government officials when conducting quality reviews or the investigation of complaints, all information accessed through this process is confidential.

In all cases the client will be informed that their personal information is kept confidential.

12. If the person has enough capacity and makes a voluntary and informed decision to refuse consent to release personal information, their decision must be respected. This is documented in the client's notes.



Voluntary Out-of-Home Care (VOOHC) Program:

1. Under the NSW Voluntary Out-of-Home Care (VOOHC) Regulations the safety, welfare and wellbeing of the child or young person takes precedence over the protection of confidentiality or an individual's privacy. Therefore, information **can be exchanged without consent** from the client, parent(s) / guardian to prescribed bodies such as organisations with direct responsibilities for child health, welfare, education or care, cultural support or for law enforcement when receiving VOOHC program. (Refer to the Privacy and Confidentiality Policy)
2. Pinnacle Community Services approval process to the exchange of information with the VOOHC program is outlined in the Privacy and Confidentiality Policy.

Refer to the Privacy and Confidentiality Policy

Attachments:

- Attachment 1: Client Consent Form

Authorisation:

Status	Current	
Owner	General Manager	
Superseded Policy	Consumer Assessment	
Date of Adoption/ Amendment	Revision Number	Review Date
18/12/2014	0	June, 2016
21/7/2016	1	June, 2017
28/6/2018	2	June, 2019
September 2020	3	September, 2022

Related Council Policy / Procedure
Compliments and Complaints Policy
Rights and Responsibility of the Client Policy
Assessment Policy
Reassessment and Review Policy
Client Referral Policy
Access to Service Policy
Advocacy Policy
Client Information Management Policy
My Aged Care Guidance for Providers, 2015
Voluntary Out-of-Home Care Policy
Privacy and Confidentiality Policy



**Assessment 1
Client Consent Form**



Helping you to live your life your

Client / Carer Consent Form

I (client) _____ agree to the provision of services that will meet my individual needs.

✓ **Consent** or X **Don't Consent** (all boxes must be marked)

- ☐ I give permission for the staff, volunteers and contractors to enter my property when arranged previously.
- ☐ I grant permission to release unidentified information to the government departments that fund these services to be used for research and planning purposes.
- ☐ I give permission to obtain my "full patient history/medications" from my GP (If required)
- ☐ I understand that in participation in the program I have the right to privacy and confidentiality of my personal information.
- ☐ I understand that in participation in the program I will be treated with dignity and respect.
- ☐ I understand that I can be represented by an advocate of my choice.
- ☐ I understand that I have the right to refuse the service at any time.
- ☐ I understand that in participation in the program any complaints or criticisms will be treated fairly and without reprisals.
- ☐ That in accordance with my ability to pay, fees will be charged.
- ☐ I give consent to provide my personal information to funding bodies and other government agencies as legally required.
- ☐ I give consent to allow Pinnacle Community Services to conduct a WHS Risk Assessment in my home
- ☐ I agree to cooperate, participate and discuss to Risk Assessment.

This consent shall remain in place until reviewed on approximately

Consumer/Advocate/Carer Signature: _____ Date: _____

Assessor/Co-Ordinator Name: _____

Assessor/Co-Ordinator's Signature: _____ Date: _____

294 Hoskins St, Temora, NSW, 2666
Ph: 02 6977 1326

www.pinnaclecommunityservices.com.au

POLICY STATEMENT

DUTY OF CARE AND DIGNITY OF RISK POLICY

POLICY ADOPTED: **Date** **15/1/2015**

Policy Objective:

This policy provides guidance for all personnel engaged to provide services for Pinnacle Community Services, Temora Shire Council, in regard to 'duty of care'.

Responsibilities:

This policy applies to all personnel engaged to provide services for Pinnacle Community Services. All personnel include Management, Staff, and Volunteers engaged by Pinnacle Community Services. All personnel have responsibilities in regard to a duty of care.

Policy Statement:

Pinnacle Community Services will fulfil its duty of care to clients, volunteers, and staff in all aspects of the service's operation. The law requires professionals to take all reasonable care in carrying out their work and ensure that appropriate standards are met. Pinnacle Community Services accepts the duty of care obligation of the organisation and is committed to ensuring that the obligation is met at all times.

The appropriate standard of care is assessed on what action a reasonable person would take in a particular situation. A client's right to confidentiality may need to be breached by the service if duty of care issues arises.

Pinnacle Community Services acknowledges that people with a disability are looking for the same opportunities as everyone else in the community and that they make choices and have experiences that may involve risk.

Definitions:

Duty of Care - is a duty to act responsibly where one person's actions might foreseeably affect someone else. It means that a person is relying on another person to be careful and entails an obligation to do what is reasonable to avoid foreseeable bodily injury, emotional distress, or economic loss.

Abuse - Abuse is defined as "the willful or unintentional harm caused to a person by another person with whom they have a relationship implying trust"

Dignity of risk - The belief that each person with a disability is entitled to experience and learn from life situations even if these, on occasion, may be a threat to their well-being

Authorised Reportable Incidents Approver - is the person with the authority to review and be responsible for submission to the NDIS Commission. This could be the person specified in your incident management system who is responsible for reporting incidents to the NDIS Commission. The authorised 'Approver' will have the ability to submit new Reportable Incidents and view previous Reportable Incidents submitted by their organisation.



Legislation:

- Work Health and Safety Act 2011
- Disability Inclusion Act 2014

References:

- FACS Decision Making and Consent Policy and Procedures (January 2016, July 2008, amended September 2010, April 2012), NSW Government, Family and Community Services.
- Standards in Action, Practice requirements and guidelines for services, 2nd edn June 2012, NSW Government, Dept of Family and Community Services.
- National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018



Recommended Practices:

1. All staff and volunteers of Pinnacle Community Services have a "*duty of care*" to their clients and others who may be affected by their actions or inactions.
2. The factors to be considered in situations of potential harm are:
 - the risk and likelihood of harm;
 - precautions that could be taken to minimise the risk of harm;
 - the usefulness of the activity involving risk; and
 - current professional standards about the issues.
3. Staff and volunteers have a legal duty to take reasonable care to prevent another person being harmed.
4. Pinnacle Community Services has adopted various policies and procedures to ensure that volunteers and staff are not harmed when carrying out tasks and responsibilities allocated to them.
5. Pinnacle Community Services staff are required to use their professional skills and experience to decide on what actions they should take in each situation of potential harm.
6. While staff have a *duty of care* to encourage clients to accept a service where appropriate, it is the client's choice whether to accept or decline the service. If a client declines a service, this decision must be recorded in the client's file.
7. All staff, volunteers of Pinnacle Community Services have a *duty of care* to identify and report situations of potential, suspected or actual abuse of clients and carers.
8. Pinnacle Community Services Manager or Authorised Reportable Incidents Approver will report to the NDIS Quality and Safeguards Commission if the incident happened in connection with the provision of supports or services to an NDIS participant.
9. Pinnacle Community Services Coordinators will ensure that correct follow-up is conducted for each client of concern or incident reported.
10. Where it is probable that a client will cause self-harm or harm to others by declining service, Pinnacle Community Services will take action accordingly. This action may include notification to other relevant community services, the police and other services. The first priority is to ensure the safety of others.
11. Pinnacle Community Services will provide all personnel, including staff, and volunteers engaged to provide services, with adequate information and training on duty of care and related safe work practices.
12. Pinnacle Community Services staff will need to balance the client's freedom of choice with their duty of care and dignity of risk responsibilities in the planning process, so that if a person wants to try different things, they are able to do so.



13. Pinnacle Community Services has in place a range of positive actions to minimise risks and these include:

- decision making based on a risk management system which includes; hazard identification; risk assessment; control measures; and monitoring and reviewing control measures (refer to Temora Shire Council Risk Management Policies);
- monitoring care and safety issues in line with our risk management processes;
- implementing safe work practices that include: initial client service assessments and reassessments; safety systems for staff / volunteers and clients; safe food handling procedures;
- providing information to staff / volunteers and clients regarding their responsibilities at induction and as part of ongoing training;
- having an accident / incident reporting system and encouraging staff / volunteers to report any issues they are worried about;
- promptly addressing areas of recognised identified risk; and
- ensuring that the service delivery information given at assessment is accurate.

Breaches of Duty of Care

1. All Pinnacle Community Services staff and volunteers have a *duty of care* to not cause harm. Breaches of a *duty of care* will be managed as per the particular circumstances and applicable policies.
2. Temora Shire Council has insurance coverage to protect against breaches of a duty of care.

Dignity of Risk

- 1 Pinnacle Community Services acknowledge that clients with a disability are looking for the same opportunities as everyone else in the community and that they make informed choices and have life experiences and take advantage of opportunities for learning, developing competencies and independence and, in doing so, take a calculated risk.
- 2 Staff, volunteers will work, educate and support the client to develop their skills so that they can make their own decisions and be able to communicate their individual choices, including taking risks.
- 3 Pinnacle Community Services have an obligation to ensure duty of care, while supporting the client to fulfil their goals.



Authorisation:

Status	Current	
Owner	General Manager	
Superseded Policy	Duty of Care	
Date of Adoption/ Amendment	Revision Number	Review Date
15/1/2015	0	June 2016
21/7/2016	1	June 2017
March 2019	2	March 2021

Related Council Policy / Procedure

Risk Management Policies

Pinnacle Community Services Policies

Privacy and Confidentiality Policy

Code of Conduct Policy

Staff Policies

Work Health and Safety Policy



POLICY STATEMENT

EQUALITY AND HUMAN RIGHTS POLICY

POLICY ADOPTED: **Date** **15/1/2015**

Policy Objective:

This policy demonstrates Pinnacle Community Services commitment to ensure that each client receives a service that promotes, protects and respects their legal and human rights.

Responsibilities:

This policy applies to the Manager, Coordinators, Care workers, and all other Staff and Volunteers of Pinnacle Community Services.

Policy Statement:

Rights protected include:

- Recognition and equality before the law;
- The right to life;
- The right not to be subject to torture and cruel, inhuman or degrading treatment;
- The right not to be subject to medical treatment or experimentation without consent;
- The right to privacy and reputation;
- Rights of the family and children;
- The right to participate in public life;
- Freedom of expression;
- Freedom of thought, conscience and religious belief;
- Rights of minorities to enjoy their culture;
- Freedom of movement;
- The right to a fair trial and rights in criminal proceedings; and
- Freedom from forced work.

These rights reflect Australia's International Human Rights obligations under the International Covenant on Civil and Political Rights.

Under the *Disability Inclusion Act 2014*, each client has the right be a part of the community and to receive mainstream services which respect and promote their legal and human rights. Mainstream services must place clients at the centre of decision making on all aspects of the way they live their life. The Disability Inclusion Act 2014 Principles include:

- people with disability have an inherent right to respect for their worth and dignity as individuals;
- people with disability have the right to participate in and contribute to social and economic life and should be supported to develop and enhance their skills and experience;
- people with disability have the right to realise their physical, social, sexual, reproductive, emotional and intellectual capacities;
- people with disability have the same rights as other members of the community to make decisions that affect their lives (including decisions involving risk) to the full extent of their capacity to do so and to be supported in making those decisions if they want or require support;
-



- people with disability have the right to respect for their cultural or linguistic diversity, age, gender, sexual orientation and religious beliefs;
- the right to privacy and confidentiality for people with disability is to be respected;
- people with disability have the right to live free from neglect, abuse and exploitation;
- people with disability have the right to access information in a way that is appropriate for their disability and cultural background, and enables them to make informed choices;
- people with disability have the same right as other members of the community to pursue complaints;
- the crucial role of families, carers and other significant persons in the lives of people with disability, and the importance of preserving relationships with families, carers and other significant persons, is to be acknowledged and respected;
- the needs of children and young people with disability as they mature, and their rights as equal members of the community are to be respected;
- the changing abilities, strengths, goals and needs of people with disability as they age are to be respected.

Pinnacle Community Services will maximise opportunities to assist people with a disability to participate fully in the community according to their individual and cultural needs and preferences. Fundamental to this approach is for each client to understand they have rights and be supported to exercise these rights.

Legislation:

- Disability Inclusion Act 2014
- Age Discrimination Act 2004 (Commonwealth)
- Anti-Discrimination Act 1977 (NSW)
- Australian Human Rights Commission Act 1986 (Commonwealth)
- Carers (Recognition) Act 2010 (NSW)
- Community Services (Complaints, Reviews and Monitoring) Act 1993 (NSW)
- Crimes Act 1900 (NSW)
- Disability Discrimination Act 1992 (Commonwealth)
- Equal Opportunity for Women in the Workplace Act 1999 (Commonwealth)
- Guardianship Act 1987 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)
- Privacy Act 1988 (Commonwealth)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Public Health Act 1991 (NSW)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- National Disability Inclusion Scheme (Incident Management and Reportable Incidents) Rules 2018

Reference:

- Standards in Action, Practice requirements and guidelines for services, 2nd Edn June 2012, NSW Government, Dept. of Family and Community Services,
- Disability Inclusion Bill (NSW) 2014
- Reportable Incidents – Detailed Guidance for Registered NDIS Providers, June 2019, NDIS Quality and Safeguards Commission



Recommended Practices:

1. Pinnacle Community Services will ensure each client is aware of their rights and that they can expect to have them respected via:
 - Each client has access to information and support to understand and exercise their legal and human rights;
 - Each client will receive a service that will maximise autonomy, promote reablement and wellness, to enable the promotion of independence.
 - Each client receives a service that maximises their choices for social participation and cultural inclusion;
 - Each client receives a service in an environment free from discrimination, abuse, neglect and exploitation;
 - Each client receives a service that reflects their right to privacy and have their personal records and details about their lives dealt with in an ethical and confidential manner in line with relevant legislation;
 - Each client can expect support and encouragement to devise self-protective strategies and behaviours that take into account their individual and cultural needs;
 - Each client can expect to uphold their right to make decisions, including medical treatments and interventions, and when this is not possible, assisted or substituted (alternative) decision making is in line with the client's expressed wishes, if known and if not, with their best interests; and
 - Each child with a disability has the same rights and freedoms as all other children and each child's best interests will be taken into account when providing services.
2. Pinnacle Community Services will uphold and promote the legal and human rights of each client via:
 - Providing services in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect and exploitation (Refer to Abuse and Neglect Policy);
 - Encouraging and supporting access to advocacy services by people with a disability to promote their rights, interests and wellbeing (Refer to Advocacy Policy);
 - Gain consent from each client with a disability or the person responsible or legal representative for medical treatments and interventions (Refer to Medication Management Manual and Policy);
 - Provide opportunities for people with a disability to participate in the development and review of organisational policy and processes that promote strategies for equality and upholding human rights (Community Participation Understanding and Engagement Policy);
 - Take into account individual choice and the rights of each client and act in their best interests in relation to nutritional and behaviour management practices in line with relevant legislation, convention, and policies.
 - Have knowledge and skills to implement reporting processes on incidents of alleged or known discrimination, abuse, neglect or exploitation and know how to notify the relevant external authorities (Refer to Temora Shire Council Training Policies; Compliments and Complaints Policy); and
 - Will offer appropriate support to the client and their family or carer when they raise or pursue allegations of discrimination, abuse, neglect or exploitation (Refer to Abuse and Neglect Policy).



3. Pinnacle Community Services are commitment to ensure that each client receives a service that promotes and respects their legal and human rights this is demonstrated throughout Pinnacle Community Services policies and procedures.

Authorisation:

Status	Current	
Owner	General Manager	
Superseded Policy		
Date of Adoption/ Amendment	Revision Number	Review Date
15/1/2015	0	June 2016
21/7/2016	1	June 2017
March 2019	2	March 2021

Related Council Policy / Procedure
Duty of Care and Dignity of Risk Policy
Privacy and Confidentiality Policy
Abuse and Neglect Policy
Advocacy Policy
Assessment Policy
Reassessment and Review Policy
Client Care Plan Policy
Rights and Responsibility of the Client Policy
Consent Policy
Client Exit Policy
Fostering Client Independence Policy
Guardianship Policy
General Brokerage and Sub-Contract Policy
Client Referral Policy
Clients with Special Needs Policy
Clients with Challenging Behaviours Policy
Community Participation Understanding and Engagement Policy



POLICY STATEMENT

PRIVACY AND CONFIDENTIALITY POLICY

POLICY ADOPTED: **Date** **18/12/2014**

Policy Objective:

The aim of this policy is:

- to ensure that all clients of Pinnacle Community Services have their personal information protected by confidentiality;
- Pinnacle Community Services complies with the Children and Young Persons (Care and Protection) Act 1998 (the Act) Sections 134-135C and 156-156B and Chapter 16A, when providing information about children and young people receiving Voluntary out-of-home care program; and
- staff and volunteers are aware of their responsibility to ensure that personal information is kept confidential.

Responsibilities:

This policy applies to all staff, volunteers and relevant contractors within the Pinnacle Community Services.

Policy Statement:

Protecting the privacy of clients is vital. This policy is designed to ensure that the collection, use and dissemination of recorded personal details about clients who have engaged Pinnacle Community Services, are kept confidential, and can only be disclosed with the client's permission for the purposes of ensuring that the client is receiving the services they need.

Pinnacle Community Services clients are entitled to a confidential service unless staff/volunteers are legally bound to disclose information.

The Privacy and Personal Information Protection Act 1998 ("PPIPA") provides for the protection of personal information and for the protection of the privacy of individuals. The G10 *Temora Shire Council Model Privacy Management Plan for Local Government plan* underpins the policy and procedures in this document. The Model Privacy Management Plan provides details on *Information Protection Principles, Public Registers, Implementation of the Privacy Management Plan*, and also has the appropriate forms / documents to be completed if / when information is accessed.

Voluntary out-of-home Care (VOOHC) children and young people's information is held in the VOOHC Register. Under legislation the safety, welfare and wellbeing of the child or young person takes precedence over the protection of confidentiality or an individual's privacy. Therefore, this information can be exchanged without the client's / parent(s) / guardians consent to prescribed bodies such as organisations with direct responsibilities for child health, welfare, education or care, cultural support or for law enforcement.

Definitions:

What is personal information? - Personal information is defined to mean information or an opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion. This information can be on a database and does not necessarily have to be recorded in a material form (Privacy and Personal Information Protection Act 1998 ("PPIPA")).



What is NOT Personal Information? - "Personal information" does not include "information about an individual that is contained in a publicly available publication". Personal information, once it is contained in a publicly available publication, ceases to be covered by the PPIPA.

Providing and exchanging information under Chapter 16A - Chapter 16A allows information to be exchanged between prescribed bodies despite other laws that prohibit or restrict the disclosure of personal information, such as the Privacy and Personal Information Protection Act 1998, the Health Records and Information Privacy Act 2002 and the Commonwealth Privacy Act 1988. Previously this information exchange was generally only possible where the information was sent to or received from Community Services. Chapter 16A allows for the exchange of information between prescribed bodies without Community Services involvement.

Consent - For consent to be valid it must be voluntary and informed and the person consenting must have the capacity to make the decision. These terms are explained below.

- *Voluntary* - the decision to consent or not consent to service delivery and disclosure of personal information must be made alone, and must not be due to pressure by staff, friends or family.
- *Informed* - the person must be given full information about what the service involves / what their personal details will be used for. Staff should not withhold information just because it may upset or unnerve the person.
- *Capacity* - the person must be capable of giving consent which means they understand the information given to them and they can use it to make an informed decision.

Legislation:

- Privacy and Personal Information Protection Act 1998 ("PPIPA")
- Privacy Act 1988
- Local Government Act 1993 (the "LGA")
- Government Information (Public Access) Act 2009
- Voluntary Out-Of-Home Care Legislation
- Children and Young Persons (Care and Protection) Act 1998 (the Act) Sections 134-135C and 156-156B and Chapter 16A
- Children and Young Persons (Care and Protection) Regulation 2012 (the Regulation) Clauses 69-85 and 28 and Schedules 3 and 4
- Children's Guardian Act 2019

Other References:

- Australian Privacy Principles (APP's) (<http://www.oaic.gov.au/privacy/privacy-act/privacy-law-reform>)



Recommended Practices:**Privacy and Confidentiality in the Assessment Process**

1. National Disability Insurance Scheme (NDIS): The initial service assessment of a client and any reviews or reassessments should take place in the client's own home. If this is not possible, it should take place in an area which provides privacy and confidentiality, or alternatively the assessment / review / reassessment may be taken over the phone.
2. Commonwealth Home Support Program (CHSP): Service assessment and reviews will be conducted over the phone and in the client's home. When a reassessment is required refer to My Aged Care with consent (Refer Reassessment and Review Policy).
3. Regional Assessment Service (RAS): Assessment will be conducted over the phone and in the client's home. If this is not possible, it should take place in an area which provides privacy and confidentiality.
4. Voluntary Out-of-Home Care (VOOHC): The initial intake and service assessment of a client should take place in a location where the client feels safe. Ideally this will be in the client or carer's home or in an agreed location such as The Pinnacle Community Services Office. It will take place in an area which provides privacy and confidentiality.
5. The intake / assessment / service assessment / review / reassessment shall be between the responsible Coordinator and the client and with the client's consent, his/her legal guardian or advocate. Other service providers may be included only with client's consent.
6. During the intake and assessment process the Coordinator will provide and explain verbally the information in the Pinnacle Community Services Client Handbook to the Client and Carer. Information will include the following:
 - Clients rights and responsibilities, specifically the right to privacy, dignity and confidentiality.
 - How Personal records are kept within the organisation;
 - The possible use of information in the records, including who may access the information;
 - How to have access to personal records;
 - The process to consent for the release of information for the relevant programs;
 - The process for Client / Carer to nominate an individual / individual who may request access to documented client information or attendance at an assessment / review;
 - Provide program specific information's sheets; i.e.; Guidance of Information Exchange. The Manager will be responsible for managing this process when the VOOHC Coordinator is on leave.
7. VOOHC intake and service assessment will be conducted with the child or younger person and their parent(s)/ guardian.
8. The Coordinator shall note any particular privacy requirements of the client (e.g. the preference for a male or female carer) when arranging services.
9. A Coordinator should be made available to explain any terminology to the client.
10. The client has the right to withhold information for privacy reasons. However, if information about the level of income is not provided, service fees may be charged at the highest rate (not relevant to VOOHC clients).
11. The client's care plan and personal particulars will identify the name by which the client wishes to be addressed and his/her wishes in respect to their cultural and religious beliefs.



12. Staff shall always maintain professionalism, respect and courtesy in their interaction with care recipients, their family and friends.
13. The only information held by Pinnacle Community Services about a client will be information necessary to assess the need for a service, and to provide the service. Information should be as inobtrusive and objective as possible, yet relevant and up-to-date.
14. Clients will not be photographed or filmed without seeking prior permission which outlines the proposed use of the photograph or film.

Release of Information

1. Staff must gain consent from the client to receive and/or provide client information to other services/organisations.
2. Information about a client will not be shared with another agency without the permission of the client during the initial service assessment process, unless this places the service's duty of care to the client or other clients or staff, at risk, or when there is a subpoena and law requires it.
3. Consent must also be obtained from the client to collect information and data, which is provided to government bodies regarding service provisions (such as DEX data). The client will be informed that this data will not identify the client.
4. At the time of intake and service assessment, the client will be advised of the reasons for data collection and how this will be collected. The client is informed that the information given will be used to collect information required by the Government funding bodies. All authority for information provided to be released will be signed and dated by the client and counter-signed by the Coordinator.

Refer to Consent Policy

Release of Information for VOOHC Program

1. Pinnacle Community Services VOOHC Coordinator will be guided by the VOOHC Statutory Procedures - Chapter 9, when managing the exchanging of information under Chapter 16A of the Regulation during the intake and assessment process.
2. The VOOHC Coordinator will provide the child/young person and the parent(s) / guardian with the "Guidance of Information Exchange" – Voluntary out of home care: brochure at the beginning of the VOOHC intake and assessment process. *Refer to Service Assessment Policy and Consent Policy.*
3. Information collected from VOOHC clients will be entered onto the VOOHC Register Placement History Function on intake and service assessment. **Note: Children and young people on statutory care orders are not entered onto the VOOHC Register (Refer to VOOHC Statutory Procedures) nor eligible to receive VOOHC support.**
4. Under legislation the safety, welfare and wellbeing of the child or young person takes precedence over the protection of confidentiality or an individual's privacy. Therefore, this information **can be exchanged without the client's consent** under Chapter 16A of the Regulation, to prescribed bodies such as organisations with direct responsibilities for child health, welfare, education or care, cultural support or for law enforcement.



5. Under Chapter 16A of the Regulation, **parents are not required to consent to information sharing between other organisations.** However, it should be sought where possible. Pinnacle Community Services will at a minimum advise children and young people, to the extent of their capacity, and parents and guardians at intake and service assessment, that information relevant to the child or young person's safety, welfare or wellbeing may be shared with other organisations.

¹Exchange of Information Process:

The information exchange process must be followed as outlined below.

1. Pinnacle Community Services will be guided by the VOOHC Statutory Procedures - Chapter 9, when it manages the exchanging of information under Chapter 16A of the Regulation.
2. The VOOHC Coordinator will access the VOOHC Register Placement History on receiving a referral to view the child or young person's previous VOOHC placement history to facilitate information exchange and to reduce duplication.
3. The VOOHC Coordinator will collaborate with other agencies to obtain and consider all information provided by other people and organisations who have previously supported the child / younger persons, ensuring that through the VOOHC intake and assessment process, coordinated decision making and service delivery is considered and implemented.
4. VOOHC agencies are encouraged to collaborate and exchange information with other interagency for the following reasons:
 - to access information on other agencies that have previously provided VOOHC to the client;
 - to identify if a child's placements are currently supervised;
 - to identify if a case plan has been developed;
 - to gather information on VOOHC Register Placement History during the intake and service assessment process;
 - to help make a decision or plan relevant to the safety, welfare or wellbeing of a child or young person;
 - when conducting an investigation relevant to the safety, welfare or wellbeing of a child or young person; and
 - when managing any risk to a child or young person that might arise.
5. **ONLY** the Manager and the VOOHC Coordinator will have authority to exchange information or have access to the VOOHC Register Placement History. Refer to VOOHC Statutory Procedures - Chapter 9.
6. All requests made to Pinnacle Community Services for the exchange of information will be recorded and placed on the client's file.

¹ Children and Young Persons (Care and Protection) Act 1998 (the Act) Sections 134-135C and 156-156B and Chapter 16A



7. Pinnacle Community Services approval process to the exchange of information is as follows:
 - Information can be exchanged orally, encrypted email or in writing.
 - Consent will be obtained from the child or young person and/or their parents using the "Authorisation for the Release of Information" form (Attachment 1)
 - Pinnacle Community Services will provide information that they hold on request to ONLY a VOOHC agency, Community Services, the Children's Guardian or other prescribed bodies, as stipulated under Chapter 16A of the Regulation.
8. When receiving oral information, the Coordinator will confirm the identity of the person providing the oral information. If there are any concerns the Coordinator will contact the agency before providing the information or requesting the information in writing. Oral information will be recorded in writing e.g. in a client case conference.
9. If Pinnacle Community Services declines to provide information under Chapter 16A of the Regulation, the Coordinator will notify the requesting agency in writing providing reasons for the refusal.

Refer to VOOHC Statutory Procedures - Chapter 9

Client Access to their Information

1. Clients have the right to read any personal information kept about them by Pinnacle Community Services. Requests from clients to access their files should be referred to the Manager / Coordinator.
2. The client MUST give notice of **five (5)** working days, if they wish to view their file.
3. The client must indicate if anyone else will be viewing the file, such as other community services/ advocate etc.
4. When an authorised person is viewing the client's files, for example a person with Power of Attorney or an Advocate, they must be identified before information is released.
5. Unless the service knows the person is an authorised person, proof of identification, such as a copy of their driver's licence is kept in the client's file. This confirms that the authorised person is genuine.
6. The client is not able to take their files away from the Pinnacle Community Services facility.
7. The responsible staff members must be present to assist the client when they are viewing their file, to assist with explanations of terminology used.
8. Access to a client record may be denied if Pinnacle Community Services/ Temora Shire Council is advised by legal representative that this is the correct course of action and this will be discussed with the client when it occurs.
9. Children and young people and their parents accessing VOOHC program may access and correct information captured on the voluntary out-of-home care register by contacting the Office of the Children's Guardian.



Right to Withdraw Information

1. The client has the right to withdraw his/her consent to share personal information from their files at any given time.
2. The client has the right to withhold information however, this could impact on service delivery and fees charged (not relevant to VOOHC support).
3. When refusal of access to client personal records occurs (this can happen at any time), the Coordinator will complete a "Refusal to Information Form" this will indicate reasons why refusal has occurred. The completed form is to be given to the person requesting access and a copy retained on the client's personal file. The Coordinator shall be made available to explain reason for refusal.

Storage of Information

1. Information regarding client will be stored on a password protected computer in an electronic records management system and/ or in a filing cabinet which is kept locked. This information is only accessible to the responsible staff members (refer to Information / Records Management Policies).
2. VOOHC client information will be placed on the VOOHC Register Placement History on intake. VOOHC Register Placement History facilitates information exchange and reduces duplication. Under Chapter 16A of the Regulation, this information can be exchanged without consent. **Children and young people on statutory care orders are not entered onto the VOOHC Register (VOOHC Statutory Procedures) nor eligible to receive VOOHC support.** Refer to the Information Management Policy.
3. Client files may leave the service for a genuine work-related purpose however they should be placed inside a plain manila folder which does not identify the client. No files will be left in cars.
4. Client file notes should contain the following information (Refer Information/ Records Management Policies):
 - My Aged Care Incoming Referral;
 - VOOHC Intake Information Form;
 - Service Assessment;
 - Reassessment;
 - Review;
 - change in care plan;
 - change of staff working with the clients;
 - change in circumstances of the clients;
 - complaints;
 - reports/information from other agencies; and
 - requests from the client for any change in service.
5. Information on the types of services delivered to clients and carers is recorded into the Client Management software from recording sheets completed by the service delivery staff.
6. Files for clients who cease to access services are archived.
7. Client files are to be retained in a secure lockable cabinet in the office. The files can then be placed in a secure secondary storage for **seven (7) years**.
8. All information regarding clients will be destroyed as detailed in Temora Shire Council's Management Manual Volume 1 Function Governance. Policy No. G12-Records and Information Management. Destruction of Records is authorised under General Disposal Authority (GA39) under the NSW State Records Act, 1998



Complaints

1. When a complaint has been lodged, details of the complaint are to be kept confidential within the organisation and staff directly concerned with the resolution (Refer Compliment and Complaints Policy, Temora Shire Council Complaints Reporting Mechanism Policy).
2. Information on the dispute between a client and a staff member is to be kept confidential. Client permission must be obtained prior to any information being given to other parties who may be required to be involved in the resolution of the complaint or dispute.
3. When Government officials / staff are conducting quality reviews or the investigation of complaints, consent is gained from the client to provide access to the client records. The client will be advised that these Government representatives are required to keep all information accessed through this process confidential.

Staff Responsibility

1. All staff / volunteers are made aware of the policy on privacy and confidentiality.
 - orientation and induction;
 - annual training;
 - on a needs basis – when a client issue arises.
2. All Pinnacle Community Services support staff and volunteers will be given a photo identification badge, which will identify them as Pinnacle Community Services representatives. This will be shown to clients.
3. Meals On Wheels volunteers do not have Photo ID but have identification – Meals On Wheels on the safety vest.
4. All staff care workers will be introduced to the client before the service commences.
5. Any discussions between staff about a client are held in a private location.
6. When staff are utilising clinical supervision outside the organisation, it is acceptable to discuss details of the case conference, but not the client's name. Any references to individual client in meeting minutes will refer to the client by initials only or another unique identifier, such as their client's number.
7. Employees, volunteers, sub-contractors, committee members and or any other person engaged by Pinnacle Community Services, shall not at any time during the period of employment or after termination of employment:
 - Directly discuss any client or former client of Pinnacle Community Services or divulge any information concerning any client to any person except as necessarily required by the employer.
 - Directly or indirectly discuss any worker, paid or volunteer, or former worker, of Pinnacle Community Services to any person, except as necessarily required by the employer.
 - Directly or indirectly discuss the Pinnacle Community Services business or divulge any information concerning the organisation to any person except as necessarily required by the employer or in the course of their work.

Failure to abide by the above rules may lead to dismissal from Pinnacle Community Services.



Unusual Circumstances

1. There are unusual circumstances where confidentiality must be breached either for legal or ethical reasons. However, where possible, every reasonable effort will be made to discuss the situation with the client prior to reporting the matter. These circumstances include:
 - disclosure may be required when in the person's interest, e.g. when a client poses a danger to themselves or others;
 - there is an obligation not to conceal a completed or intended crime;
 - when the support worker believes a child under the age of sixteen (16) has been the victim of child abuse or some other crime;
 - if a client is in urgent need of hospitalisation;
 - there may be a duty toward a third party who is in danger;
 - if it is ordered by a court to make information available; and / or
 - if a request is received, and accepted, under the Freedom of Information Act.
2. The overriding obligation is to protect client's personal information and guarantee relative confidentiality.

Attachments:

- **Attachment 1:** Authorisation for the Release of Information Form

Authorisation:

Status	Current	
Owner	General Manager	
Superseded Policy	Privacy & Confidentiality	
Date of Adoption/ Amendment	Revision Number	Review Date
18/12/2014	0	June 2016
21/7/2016	1	June 2017
29/6/2018	2	June 2019
July 2019	3	July 2021

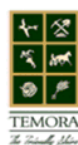


Related Council Policy / Procedure
Information Management Policy
Client Information Management Policy
Temora Shire Council Model Privacy Management Plan for Local Government
Compliment and Complaints Policy
Temora Shire Council Complaints Reporting Mechanism Policy
Temora Shire Council Training Policy
Assessment Policy
Reassessment and Review Policy
Client Referral Policy
Rights and Responsibilities of the Client Policy
Voluntary Out-Of-Home Care Policy



Attachment 1
Authorisation for the Release of Information Form





Helping you to live your life your way

AUTHORISATION FOR THE RELEASE OF INFORMATION

- In signing this Authorisation, I give Pinnacle Community Services consent to provide the following nominated services with the identified information.

Nominated Services

- _____
- _____

Identified Information (eg; Client Risk Management)

- _____
- _____

The intention to provide this information is to ensure that the quality care to be provided, will meet the individual needs.

I hereby give consent for the information identified above to be released to the nominated services identified in this Authorisation release of information form.

Signed: _____

Dated: _____

Pinnacle Community Services Representative acknowledge consent:

Signed: _____

Date: _____

294 Hoskins Street, Temora NSW 2666

Ph: 02 6977 1326

www.pinnaclecommunityservices.com.au



POLICY STATEMENT

QUALITY MANAGEMENT POLICY

POLICY ADOPTED: **Date** **18/12/2014**

Policy Objective:

The Temora Shire Council and management of Pinnacle Community Services is committed to leading Pinnacle Community Services in a continual improvement quality management system in line with the Aged Care Quality Standards and the NDIS Quality and Safeguards Commission and Practice Standards and Quality Indicators.

Management of Pinnacle Community Services will ensure the organisation has a system in place for:

- Managing quality;
- Fostering a culture of continuous quality improvement; and
- Monitoring quality and compliance.

Responsibilities:

Management of Temora Shire Council and the Manager of Pinnacle Community Services are responsible for implementation of this policy.

This policy applies to all staff, including Managers, Coordinators and Volunteers engaged by Pinnacle Community Services.

Policy Statement:

Management of Pinnacle Community Services embraces the responsibility for the overall activity and performance of the service which includes ensuring that:

- services are well planned;
- internal controls are in place to comply with relevant funding body standards;
- a quality management system is in place;
- the service is effective in meeting the needs of the community; and
- the service is provided at the best possible level of quality.

Definitions:

*Quality management principles*¹ - The International Organisation for Standard (ISO) 9000:2015 defines Quality Management Principles as a fundamental belief, norms, rules and values that are accepted and can be used as a basis to guide the organisation to quality management. The ISO have identified seven quality management principles, which include customer focus, leadership, engagement of people, process approach, improvement, evidence based decision making and relationship management.

Quality Improvement Plan – plan for action to make improvements that will impact on the quality of service delivery or operations.

Quality Management Process – any set of procedures or activities that control or monitor the quality of the service provider's work, a simple cycle of continuous improvement.

¹ <http://www.iso.org/iso/pub100080.pdf>



Quality Management System – a quality management system is the structure of procedures, processes and resources used by an organisation across the whole-of-business to best meet the needs of the Client. A quality management system typically includes: self-assessment and review of current practices and performance outcomes; feedback from individuals receiving services; identification of improvements; making improvements; and ongoing monitoring and continuous improvement, including systems for monitoring.

Continuous improvement – continuous improvement refers to the ongoing effort to improve the delivery of services, and therefore, outcomes experienced by individuals.

Evidence – evidence includes both tangible records and information provided by service providers to demonstrate how the organisation meets the required standards. The evidence may range from policy and procedure manuals, to complaints registers, to attendance lists from forums, training sessions and events and feedback from people receiving services.

References:

- NDIS Quality and Safeguards Commission - NDIS Practice Standards and Quality Indicators 2020
- Commonwealth Home Support Programme Guidelines, 2020-2022
- Commonwealth Home Support Programme Manual, 2020-2022



Recommended Practices:

1. Management of Pinnacle Community Services is responsible for ensuring Pinnacle Community Services implements an ongoing quality management system within the organisation.
2. The Advisory Committee and Manager of Pinnacle Community Services will:
 - foster a positive attitude to quality improvement across the organisation;
 - identify key indicators for quality; and
 - establish and maintain documentation and reporting processes that will enable the ongoing tracking of quality improvement.
3. Pinnacle Community Services has a quality management process within the quality management system. This process is a simple cycle of continuous improvement for the service and may include:
 - identifying current practices;
 - collecting and reviewing compliments and complaints from people receiving services and from other stakeholders (refer to Compliments and Complaints Policy);
 - reviewing the results, it is achieving against standards and other indicators;
 - identifying improvements that can be made to better reach or exceed standards, meet needs or achieve results;
 - auditing systems within the service;
 - developing a plan for improvement;
 - implementing the plan for improvement; and
 - reassessing practices and performance.
4. All staff and volunteers will be trained in the Quality Management System used by Pinnacle Community Services.

Planning

1. Pinnacle Community Services will annually run at least one planning day with all stakeholders with the aim to develop a service plan in improving service delivery to the community. If appropriate separate planning sessions may be considered for each service provided and/or in each town where services are provided.
2. All views and opinions will be respected in the planning process and input from all stakeholders is welcome throughout the planning session.
3. The planning day will provide an opportunity to identify needs for change and encourage the following:
 - Identification of existing attitudes and perceptions;
 - challenging old ways of thinking;
 - providing good reasons for a different way of thinking and working; and
 - ensuring that resistance is addressed through people becoming engaged in the change process.

Client Feedback

1. Pinnacle Community Services gains feedback from Clients and their families on an ongoing basis through the following methods:
 - Annual Client survey;
 - Client exit interview;
 - Annual planning day;
 - Through the compliments and complaints process; and
 - Regular informal phone and face-to-face contact.



2. The relevant Manager / Coordinator will ensure that when gaining written and verbal feedback that communication methods are suited to individual participants, particularly for special needs Clients (refer to Clients with Special Needs Policy). Feedback may be presented via the following:
 - questions that encourage constructive feedback and ideas for improvement rather than simply eliciting statements;
 - providing opportunities for people to provide feedback anonymously; and
 - creating a culture where people feel valued when making honest comments.
3. The relevant Manager / Coordinator will endeavour to act or respond to suggestions. The relevant Manager / Coordinator will, where feedback is made to improve the service, enable the Client and/or the community to see what impact they have made and receive feedback on changes that have been made in response to their input.
4. The service will make regular face-to-face contact with the people they support, and make changes in response to what they are being told and report information on issues through to the policy management level within the organisation.

Outcomes for People Receiving Services

1. Pinnacle Community Services will assess the extent to which people's needs are being met, through the following methods:
 - Care plan documentation for individual Clients.
 - Service review processes.
 - Service intake referrals and progress data;
 - Reports on the number and types of people receiving services;
 - Waitlist and refusal to service numbers;
 - The numbers of Clients progressing through stages or aspects of the service; and
 - Outcome data, including reports on the proportion of people receiving services who have achieved particular outcomes.
 - Surveys that are provided during the service period and annually.
2. The above processes / reviews will provide the service with information on how well it's access and intake procedures are working and how successfully Pinnacle Community Services is at supporting people and producing positive outcomes for the community.

Evidence

1. Pinnacle Community Services will collect the following evidence to support and monitor the following quality management systems:
 - copies of organisational documents, such as policies and procedures, registers or reporting templates;
 - results of data gathering, such as service statistics, feedback from people receiving services, or surveys of stakeholders;
 - interviews or consultations conducted with people receiving services, staff, volunteers, or other stakeholders; and
 - physical aspects of the service, such as the layout of premises, availability of information to people using the service, safety of equipment and buildings.



Integrating Risk Management

1. The Manager and the relevant Managers / Coordinators will include risk assessment and management as part of planning and of quality management (Refer to Temora Shire Council Work Health and Safety and Risk Management policies). Risk management will ensure that the service quality is maintained by:
 - ensuring Client safety;
 - preventing interruption or deterioration of a service; and
 - safeguarding the health and safety of staff who provide the services.
2. The Manager and the relevant Managers / Coordinators will also record and monitor identified complaints, incidents and accidents, and feedback received by services and other stakeholders, pertaining to risk management activities. This may alert management of Pinnacle Community Services to the risks and problems that may be developing within the service.

Quality Management Documentation

1. Pinnacle Community Services Quality Management Policy is supported by documented policy and procedures in related areas such as:
 - Risk Management, Work Health and Safety and compliance monitoring;
 - Compliments and Complaints management;
 - Accident and Incident reporting;
 - Service delivery policies; and
 - Performance evaluation and reporting policies.

Documentation and Reporting

1. Pinnacle Community Services utilises documentation and reporting to record the management of continuous quality improvement. The internal audit and survey systems used within the organisation enables management to:
 - check that Pinnacle Community Services is compliant with legislation, standards and other requirements;
 - monitor issues arising and ensure that action is taken to make improvements; and
 - track quality improvement.

Pinnacle Community Services Quality Management System

1. Pinnacle Community Services Quality Management System is based on a continuous improvement cycle and can include (but is not limited to) the following key processes:
 - Self-assessment and review of current practices and performance outcomes;
 - Feedback from individuals receiving services and involvement in continuous improvement;
 - Identification of improvements;
 - Making improvements; and
 - Ongoing monitoring and continuous improvement, including systems for monitoring.
2. Pinnacle Community Services Quality Management processes include the following areas:
 - Pinnacle Community Services policies and procedures will be reviewed annually, unless there are changes to legislation or best practice, in which case the affected policy will be reviewed at that time. Policy and procedure review is to be a standard item on the monthly meeting agenda.
 - The Managers / Coordinators will collect data and present statistical reports to the management at each monthly meeting.
 - Client surveys will be conducted annually, and the results presented at the Annual Planning Day.
 - Temora Shire Council financial audits.
 - Food Safety audits.
 - A quality reviews will be conducted by representatives from the funding bodies.



- Compliance against regulatory or contractual requirements.
 - Annual performance appraisals.
 - Review of training requirements.
3. The Pinnacle Community Services and Temora Shire Council aims to ensure that services are continuously improved with a documented action plan.
 4. Each Coordinator is responsible to provide information on areas in which continuous improvement activity are required. This is reported at the monthly staff meetings held in both the Temora and Cootamundra Centres.
 5. 'Continuous Improvement Activity' is discussed at each staff meeting with the aim to address the implementation, actioned and evaluated of continuous improvement activities.
 6. Information from continuous improvement and risk management, complaints, disputes and outcomes, and the reason why, are incorporated into the planning process to ensure ongoing improvements are responsive to community and Client's needs.

Monitor and Evaluate Change in the Service

1. When changes to practices and processes are implemented in response to legislative and regulatory requirements, the Manager (in consultation with the Coordinators) monitors and evaluates them to ensure that the requirements have been implemented and that there are no unintended consequences.
2. The evaluation will include discussions with stakeholders informally and at meetings, forums and internal audits.
3. Quarterly Coordinators Reports will include internal audits of programs.
4. The Improvement Plan completed with the implementation of changes will also detail the results of the evaluation following implementation of any changes. These are included in quarterly Coordinators Reports.

Quality Reviews (CHSP)

1. Pinnacle Community Services will undergo a quality review. The service will be advised when this will occur. This is part of the requirements of the funding body. This is a quality review process where Pinnacle Community Services are required to meet the Age Care Quality Standards (Quality Standard). Standards.
2. The Australian Aged Care Quality Agency (the Quality Agency) undertakes all quality reviews of aged care services provided in the community, including the Commonwealth Home Support Programme. Pinnacle Community Services will provide the Quality Agency with access to a service delivery site or service outlet, for the purpose of undertaking a quality reporting site visit.
3. The Quality Review will provide the service with identified improvements required to meet any unmet expected outcomes and opportunities for improvement. The Pinnacle Community Services Manager will address these outcomes through the development of an Improvement Plan. The plan will include timeframes and responsibilities and will be approved by the Section 355 Advisory Committee of Council. The Manager will present a report to the Advisory Committee at each quarterly meeting to inform them of the progress being made on each area identified in the improvement plan.



NDIS Audit

1. Pinnacle Community Services will undertake the assessment of the service performance against the NDIS Practice Standards by an NDIS Approved Quality Auditor.
2. The review/ assessment will occur on the service site and service outlets in accordance with the NDIS Quality and Safeguards Commission. This process will include recognition of the quality standards and systems Pinnacle Community Service have in place.
3. Pinnacle Community Services will act on the independent feedback received from the review / assessment as a valuable source of information towards continuously improving the quality of services.

The Data Exchange

1. The Manager / Coordinator will meet Data Exchange reporting requirements. The reporting period is in six (6) month intervals as specified in the funding agreement. (Refer The DSS Data Exchange Protocols).

Authorisation:

Status	Current	
Owner	General Manager	
Superseded Policy		
Date of Adoption/ Amendment	Revision Number	Review Date
18/12/2014	0	June 2016
21/7/2016	1	June 2017
June 2019	2	June 2021

Related Council Policy / Procedure

CHSP Manual and Guidelines, 2020-2022

The DSS Data Exchange Protocols

Quality Policy

Compliments and Complaints Policy

Temora Shire Council Work, Health and Safety Policy


Temora Shire Council Risk Management Policy

Temora Shire Council Governance Policies

Temora Shire Council Human Resources Policies



13.3 LIBRARY OPENING HOURS

File Number: REP20/1064
Author: Executive Assistant
Authoriser: General Manager
Attachments: 1. Survey [↓](#) 

REPORT

The Library Branch Manager recently conducted a survey of Library patrons, with the main areas of interest being opening hours, the impact of COVID-19 on library services and operations, digital resources and communication. The Library Manager has prepared a summary of the feedback received, along with some commentary around this (refer to the attached summary report).

Of particular interest is that of the 96 participants, 40 indicated that they would like to see the library open earlier. In response to this feedback, the Library Manager is interested in amending the opening hours of the Library on a trial basis for 12 months. Currently the Library is open from 10:00am until 5:30pm on weekdays and from 10:00am until 12:00pm on Saturdays. The Library Manager is proposing to bring both the opening and closing time forward by half an hour on weekdays, with no change to weekend opening hours.

MOTION

Moved: Cr Graham Sinclair
Seconded: Cr Kenneth Smith

It was resolved that the Temora Shire Library amend its opening hours to 9.30am until 5:00pm on weekdays, on a trial basis, for a period of 12 months, with no change to weekend opening hours.

Report by Elizabeth Smith

Library Patron Survey – 2020

Temora Shire Library is conducting a member patron survey to gain insight into community needs & where & how we can better our services. The survey was conducted over a three-month period from 1st June through until 28th August, with 96 participants. The main areas of interest being the lockdown, opening hours, digital resources & communication & information patrons are receiving.

Library 2U – lockdown

This year with the COVID-19 lockdown closing libraries for over ten weeks, Temora Shire Library brought itself out into the community & started a Library2U delivery service. The first delivery started on 1st April & ceased when doors opened again on 1st June. Patrons would phone & let staff know what material they would like & items were delivered around town every Wednesday. During this time staff delivered over 3000 items to many patrons & had great feedback on the variety of item selection, with some patrons stating they had found a few new authors & enjoyed reading something they normally wouldn't pick up. The Library 2U delivery service gave staff an opportunity to keep in touch with older patrons & check how they were coping week to week in such difficult circumstances.

With the reopening, the library has now transferred some of the Library 2U patrons to the regular fortnightly Housebound delivery. Whilst being shut-down staff also created online Storytime sessions, craft packs & book trivia to keep patrons engaged.

Our library is a welcoming space with an inclusive cross-generational focus to be enjoyed and resourced by all. I particularly appreciated the support extended by librarians to patrons during the recent pandemic lock-downs with lending services able to continue via home delivery and the placement of the pick-up box out the front. A generous and thoughtful consideration of community well-being and needs.

Patron Use/Opening Hours

After observing patron use from late 2019 through until March 2020 (Covid-19 closure), it was found that quite a few members expressed their desire for earlier opening hours. Whilst we were monitoring this through verbal feedback we also started a tally sheet for the patron use between the hours of 5:00pm & 5:30pm each day, to gauge how much a change in hours would affect our patrons.

The tally sheet showed we had a few regular visitors, who come to the library during the day & stay until close at 5:30pm, only using the internet facilities. We had a few borrowers pop in, however this was not a regular occurrence.

At present our opening hours are 10:00am to 5:30pm. I propose that our opening hours be changed to 9:30am to 5:00pm (12 month trial), to better cater to our community's needs. Survey feedback found that 40 respondents would like to see earlier opening hours, with some comments stating:

Would like to see earlier opening hours

I love bringing my 2 & 5 year old to the library, but would like to be able to attend early mornings, once I have dropped my 5 year old at school.

Yes, 9 or 9.30am would be great - especially in summer

Benefits or positives we would hope to see from this change:

- Earlier morning patron use, targeting parents with younger children, visiting after school drop off.
- Option to reschedule morning programs to an earlier timeslot, enabling programs to be concluded before lunch.
- Closing hours to coincide with Pinnacle, meaning all staff have left building at 5:00pm (security issue).

Digital Resources

Survey results showed that most patrons are unaware of the range of digital resources the library provides, with only 20% of survey participants stating that they use BorrowBox (digital library); but did not know about the other online platforms, such as Storybox Library, IndyReads, RB Digital, etc. From this information we hope to run/push more of our resources & get the information about these platforms out into the community. This may be achieved through social media advertising, posters/displays at the library + more communication with patrons & advertising in the Narraburra News.

Communication & Information

2020 has been a trying time for all Council facilities with the COVID-19 lockdown; which prompted library staff to evaluate communication & information received by our patrons. Survey results showed that patrons would be interested in receiving email communication in the form of a library newsletter. At present staff are working on compiling a list of patron emails to send out information advertised in the Narraburra News & any upcoming programs/events. In regards to Riverina Regional Library communication patrons liked the reminders & notices which they found very helpful.

The staff is always friendly and helpful. Between all the Riverina libraries there is a very extensive list of books and dvds available. Borrowbox is beyond great.

Staff are always friendly, patient and informative. I appreciate the text messages that come to my phone to inform me when books that I have requested become available for me and ready for pick up or when are overdue. Very inclusive arrangement.

Very friendly and brilliant at sourcing books for me

Other Relevant Comments

The staff are all very approachable and friendly. Thank you girls

You're doing a great job. I've loved the music nights. I wonder if there's any other entertainment like plays that could be broadcast in a similar way.

We're lucky to have this facility in Temora

The staff at the Library are wonderful, always happy to help

Great library, excellent DVD collection and I am always able to find good books. Lovely friendly staff

I enjoy the technology morning without feeling silly. Hubby likes reading from History room, and now discovered DVDs, while I am busy elsewhere. This is good as he doesn't feel left out

Staff are very friendly and always have a good book selection

I just like going there; the girls are so lovely to meet up with.

In Conclusion

Overall, the survey Temora Shire Library conducted has been a worthwhile exercise. Comments we received were very positive & allowed us to reflect on our services provided to the community & their needs. Patrons were pleased with the Library2U service provided through the lockdown & also voiced their love for the digital resources provided, however feedback received from the survey showed we should promote these services more. Whilst feedback was mainly positive we did have a few negative comments on our lack of non-fiction & fiction selection, particularly in regards to family history research & new novels being released. Both areas can be added to, which is done on a constant basis, however this is somewhat a dilemma as we are quite guided by our patrons into how we spend our budget & what genres/areas readers are interested in.

To recap, we propose to:

- *amend opening hours to an earlier start time, 9:30am to 5:00pm
- *connect with our community via a library email system
- *promote our digital resources
- *research into more non-fiction, such as family history research items
- *more communication with patrons into interests, likes, dislikes & wants

13.4 THRIVE RIVERINA LOVE NSW MARKETING CAMPAIGN**File Number:** REP20/1088**Author:** Events**Authoriser:** Director of Administration & Finance**Attachments:** 1. Love NSW Thrive Riverina Prospectus [↓](#) **REPORT**

Thrive Riverina in partnership with Destination NSW have released the proposal for the marketing campaign proposed to promote the participating LGAs and partners that are making a financial contribution to the \$70,000 project. The contributors are Coolamon Shire Council, Murrumbidgee Council, Lockhart Shire Council, Narrandera Shire Council, Snowy Valleys Council, Temora Shire Council, Bland Shire Council, Cootamundra-Gundagai Council, Hay Shire Council, Leeton Shire Council and the Whitton Malthouse.

The proposal (attached) aims at promoting three drive itineraries through the participating shires, focusing on families, laidback couples aged 30-54, and caravaners in Sydney, Melbourne, Canberra and regional NSW and Victoria. It is proposed for the campaign to be in market late summer/autumn 2021.

The proposed itineraries are just suggestions at this stage. They will be refined once the concept is approved by participants. At this stage, Temora Shire is featured in all three itineraries, which represents good exposure for Council's investment.

Council's contribution is \$7,000 towards the campaign. Council has \$10,000 held over from 2018/2019 which was for a second round of the Go With the Flow campaign that did not proceed due to DNSW withdrawing the matched funding program.

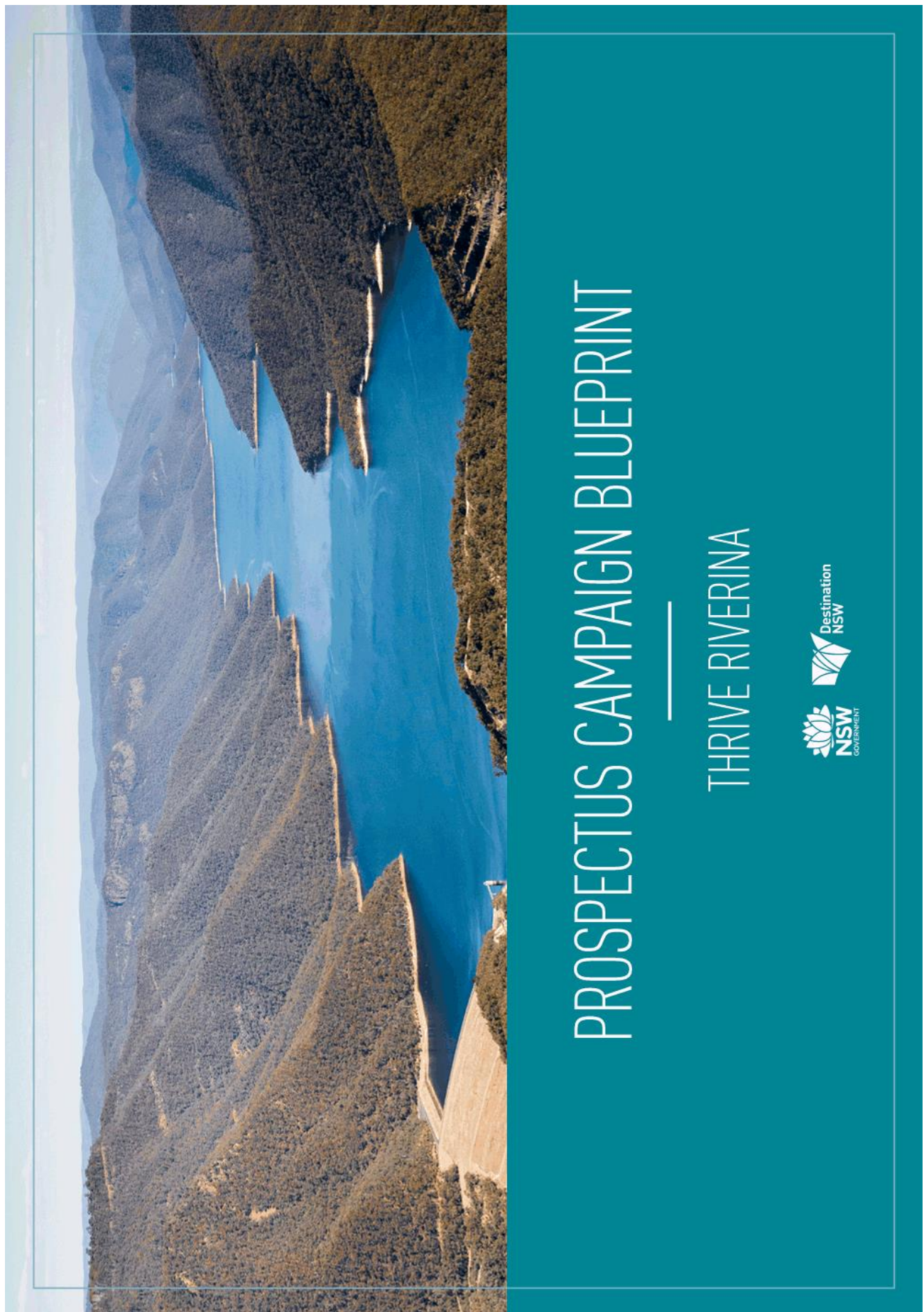
RESOLUTION 211/2020**Moved:** Cr Nigel Judd**Seconded:** Cr Dennis Sleigh

It was resolved that Council contribute \$7,000 towards, and participate in, the Thrive Riverina Love NSW marketing campaign

AND FURTHER

That the suggestions are forwarded to change the itinerary.

CARRIED***Report by Craig Sinclair***





LAUNCH DATE: Late Summer/Autumn 2021



PROJECT LEAD: Destination NSW PR and Visiting Media Team



NEXT STEPS: Partners to provide confirmation ASAP

Background

Thrive Riverina has submitted an Expression of Interest to participate in the Tier 2 opportunity of the *Love NSW* Marketing Program, incorporating Destination-Specific Content and Media Partnerships.

The destination has a total budget of \$70,000 + GST for this campaign, funded jointly by Coolamon Shire Council, Murrumbidgee Council, Lockhart Shire Council, Narrandera Shire Council, Snowy Valleys Council, Temora Shire Council, Bland Shire Council, Cootamundra-Gundagai Council, Hay Shire Council, Leeton Shire Council and the Whitton Malthouse.

Campaign Objectives

- Highlight experiences in the lesser known areas of the Riverina, focusing three major road touring routes
- Capture content for ownership and usage on own channels
- Promote CTA and urgency to travel

Target audiences

- Families
- 30-54 Laidback Couples
- Touring/Caravanners
- Primary: Sydney, Melbourne, Canberra, Regional VIC and NSW

Considerations

- One of the primary target markets for this campaign is Victoria, which is currently in Stage 4 lockdown, with restrictions not likely to be eased until mid-September.
- There is no clear visibility as to when NSW borders will open to Victorians, with some estimating not before Christmas.
- The travel content space is very competitive at this time, with Tourism Australia investing heavily in the domestic market, as well as a heavy presence of existing Destination NSW campaign activity soon to be activated in the market.
- There is a large caravan and camping blogging community, however when considered on an individual basis there are limited blogger channels that provide a broad reach, ROI, and appropriate audience targeting compared to more traditional media channels.

Insights

- Due to the continuing overseas travel restrictions, a domestic-led recovery includes the possibility of converting some people who had been planning overseas travel into domestic tourists, and may lead them to consider previously undiscovered destinations, as well as longer trips.
- The desire for authentic experiences, as well as the increased concern around safety and hygiene will drive experiences such as road trips, caravanning and camping.
- Research conducted by the World Food Travel Association confirms that 'Culinary Travellers' are:
 - those who have participated in a unique or memorable food or drink experience on a recent trip and for whom food and drink experiences are a prime motivator in choosing a destination.
 - more likely to spend more on food and drink, take part in a greater variety of experiences, and take more trips than average travellers.

Strategy

Leverage the three hero Riverina region road trips and their associated experiences to drive high quality content creation and media placements aligned with the campaign target audiences.

Proposed Itineraries

Note: These are indicative itineraries only. Final product inclusions are subject to change based on media partners chosen for each road trip.

RIVERINA TO SNOWY VALLEYS WAY

- Leeton
- Narrandera
- Whitton Malthouse
- Coolamon
- Temora
- Cootamundra-Gundagai
- Snowy Valleys

Not included: Murrumbidgee Council, Lockhart Shire Council, Bland Shire Council, Hay Shire Council.

DAY 1	DAY 2	DAY 3	DAY 4
<ul style="list-style-type: none"> • Arrive at Narrandera airport, pick up hire car, and explore Narrandera. • Explore that art deco heritage of Leeton as well as a stop at the Leeton Museum and Gallery. • Enjoy a tour and tasting at Whitton Malthouse, followed by dinner and spending the night in the new onsite accommodation. 	<ul style="list-style-type: none"> • Drive part of the Canola Trail, visiting Coolamon and Temora and exploring their attractions. • Make way to Cootamundra, explore attractions such as Bradman birthplace museum and local eateries. • Travel onto Tumut, stopping by the Dog on the Tucker Box and spending the night in Cootamundra-Gundagai, accommodation TBC (eg Flash Jacks or Highfield Farm and Woodland Ecohut). 	<ul style="list-style-type: none"> • Drive to Tumut for Wine and Vine Heli Tour through Tumut/Tumbarumba. • Following tour, check in at Nimbo Fork Lodge and overnight. 	<ul style="list-style-type: none"> • Explore the Rosewood Rail Trail. • Depart for home.

Proposed Itineraries

Note: These are indicative itineraries only. Final product inclusions are subject to change based on media partners chosen for each road trip.

RIVERINA OUTDOOR ART TRAIL

- Bland
- Narrandera
- Lockhart
- Murrumbidgee
- Temora
- Cootamundra-Gundagai
- Leeton

Not included: Coolamon Shire Council, Snowy Valleys Council, Hay Shire Council, and the Whitton Malthouse.

DAY 1

- Arrive TBC, e.g. Narrandera, depart for Jerilderie and explore part of the Ned Kelly Raid Trail
- Lockhart Water Tower
- Overnight Narrandera (e.g. Tall Trees Narrandera)

DAY 2

- Narrandera/Barrellan Water Tower Art
- Leeton to photograph art deco architecture along the way – visit Rocking Horse Restorer
- Bland Shire Art Trail - Weethalle Silo Art, Mirrool and Ungarie, lunch in West Wyalong

DAY 3

- Interesting statues: Wheat Lumper at Ariaiah Park and Boofhead at Temora
- Overnight TBC (e.g. Kimo Estate or Ariaiah Park Hotel)
- Depart for home

Proposed Itineraries

Note: These are indicative itineraries only. Final product inclusions are subject to change based on media partners chosen for each road trip.

CLASSIC AUSTRALIAN DRIVE

- Hay
- Murrumbidgee
- Narrandera
- Temora
- Cootamundra-Gundagai

Not included: Coolamon Shire Council, Snowy Valleys Council, Bland Shire Council, Leeton Council.

DAY 1	DAY 2	DAY 3	DAY 4
<ul style="list-style-type: none"> • Arrive and pick up hire car • Hay Plains and Shear Outback photography • Bidgee Riverside Trail and other Hay activities • Overnight TBC (e.g. Hay Convent or Corynnia Station) 	<ul style="list-style-type: none"> • Depart and travel to Altina Wildlife Park • Narrandera Koala Reserve • Barrellan Water Tower Art • Temora Aviation Museum • Overnight Temora 	<ul style="list-style-type: none"> • Cootamundra Captains Walk • Gundagai and the Dog on the Tucker Box • Overnight Lockhart (e.g. Hanericka Farm Stay) 	<ul style="list-style-type: none"> • Hike The Rock Nature Reserve • Depart for home

MEDIA PARTNER OVERVIEW	DELIVERABLES
<p>Nine Publishing</p> <p>Bespoke partnership leveraging the platform's large combined audience of 2.1 million readers per month via a mix of native content across print and digital channels. The average age of the <i>Traveller</i> audience is between 25-54.</p>	<ul style="list-style-type: none"> • Either one Cover story incorporating all three Riverina road trips, or 2 x 1 page print editorials in <i>The Sydney Morning Herald</i> and <i>The Age</i> newspapers • Content amplified across the Nine Publishing mastheads (SMH, AGE, WAToday, BT) and Traveller.com.au and supported with native drivers • The Riverina as 'Feature Destination' on Traveller.com.au homepage • eDM inclusion (80,000 subscribers) • Traveller branded Facebook social post. • Budget \$25,000* + famil costs
<p>Tyson Mayr</p> <p>A multi-faceted content partnership incorporating print editorial, video, photography and social media posts with one of Australia's most adventurous personalities and now a regular <i>Escape</i> columnist, reaching a total potential audience of more than 4 million.</p>	<ul style="list-style-type: none"> • 1 x Destination Video of trip from Riverina to Snowy Mountains Drive, shared to Instagram, Facebook & YouTube (estimated 30,000 views within first 24 hrs) • 1 x <i>News Corp Escape</i> Editorial, 700 Words, 2-3 pics (3.7 million total reach) • 1 x <i>Destination Escape</i> Video of Region (shared across their channels) • 5 x social media posts across Tyson's channels • 10 x Instagram stories • 25 x Images owned outright • Budget \$14,000 + famil costs

MEDIA PARTNER OVERVIEW	DELIVERABLES
<p>NRMA</p> <p>A content partnership across NRMA's digital and social channels, as well as <i>Open Road</i> magazine, reaching a potential audience of more than one million.</p>	<ul style="list-style-type: none"> • Minimum 4 page feature in <i>Open Road</i> Magazine (readership 850,000) on the Riverina Outdoor Art Trail • Article repurposed for Mynrma.com.au (estimated 3,600 sessions per month for article) • Article to also be hosted on Mynrma.com.au Road Trips Hub (estimated 1,500 per month for article) • 2 x Facebook posts (187k followers) • 2 x Instagram post (10k followers) • Budget \$5,000 + famil costs
<p>Blonde Nomads</p> <p>Content partnership with Rob, Tracy, Marli and Ziggy, an adventurous travelling Australian family known as the Blonde Nomads. Partnership to include a mix of blog content, photography, video and social media posts to an audience of almost 70,000. Audience majority from Australia, mostly from NSW, VIC and QLD.</p>	<ul style="list-style-type: none"> • The family will take a trip encompassing both the Riverina Outdoor Art Trail and the Classic Australian Drive • 6 x Instagram posts (37.7k followers) • 6 x Facebook posts (20k followers) • 1 x Riverina road trip blog post (10,000 unique visitors per month) • Daily Instagram stories showcasing activities on itinerary and saved in Riverina Highlights Reel • Highlights Video – shared on YouTube, Facebook and IG stories (50,000 views) • 20 images with joint ownership for use on socials, website and brochures (chosen from a larger selection) • Budget \$12,000 + famil costs

MEDIA PARTNER OVERVIEW	DELIVERABLES
<p>Magdalena Roze and Darren Robertson</p> <p>A content partnership with journalist and author Magdalena Roze, husband Darren Robertson and their family, shared across their social media channels with traditional media opportunities. Darren Robertson is one of the <i>Three Blue Ducks</i>. Both audiences are based predominantly in Sydney and Melbourne, between the ages of 25-54.</p>	<ul style="list-style-type: none"> • Minimum of 3 x static Instagram posts each (6 total to combined following of more than 80,000) • Minimum 3 x Instagram stories each (6 total to a combined following of more than 80,000) • 'Guide on the Riverina to Snowy Valleys Way Road Trip' on Magdalena's blog, promoted via social media • 1 x media opportunity each with Magdalena and Darren with titles such as <i>Escape or Delicious</i>, talking about their time on the Riverina to Snowy Valleys Way Road Trip (potential audience 4 million+) • Budget \$8,000 + famill costs
<p>Destination NSW Added Value</p> <p>DNSW will look to amplify content on owned channels where relevant.</p>	<ul style="list-style-type: none"> • Uncovered Media Newsletter to 1,200 media subscribers • Social Media Channels, at the discretion of DNSW's Social Media team • Visitnsw.com destination pages where relevant
<p>*Note: Opportunities marked with an asterisk are based on a minimum of 5 partners. Deliverables are subject to change.</p>	

14 CORRESPONDENCE**14.1 EASTERN RIVERINA ARTS INC - MOBILE STAGE****File Number:** REP20/1066**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Eastern Riverina Arts  **REPORT**

Council is in receipt of correspondence from Eastern Riverina Arts Inc requesting to hire or borrow the old mobile stage for 13-14 February 2021 for a free community concert near Batlow. Eastern Riverina Arts would organise pickup, set up and delivery back to Temora.

RESOLUTION 212/2020**Moved:** Cr Graham Sinclair**Seconded:** Cr Nigel Judd

It was resolved that Council approves the use of the old mobile stage for 13-14 February 2021 for a free community concert near Batlow.

CARRIED

EASTERN RIVERINA ARTS INC. ABN 93 195 464 075
98 Fitzmaurice St Wagga Wagga NSW | +61 2 69216890
info@easternriverinaarts.org.au | easternriverinaarts.org.au



EASTERN
RIVERINA
ARTS

23/09/2020

Attn: Mr. Gary Lavelle

Request to hire the 'original' mobile stage

Dear Gary

I'm writing to request that Eastern Riverina Arts might hire or borrow from Temora Shire Council the original mobile stage for usage on the weekend 13-14 February 2021.

Eastern Riverina Arts would use the stage to put on a free community concert in the Pilot Hill Arboretum near Batlow for bushfire and drought affected communities. The concert is part of the Arbour Festival (www.arbourfestival.com), a 50 day project aiming to deliver entertainment and good memories associated over the first anniversary of the Dunns Road bushfire.

Eastern Riverina Arts would coordinate transport of the stage using a local trucking firm at our cost, and we will have crew present who have used the same stage in the past and are familiar with its set up and pack down procedures.

We would be delighted to acknowledge the support of Temora Shire Council during the event, and on the online event booking page.

We thank you for your ongoing membership of Eastern Riverina Arts and commend Temora Shire on its excellent mobile stage initiative to support events and festivals in our region.

Sincerely,

Tim Kurylowicz
Executive Director

14.2 TEMORA LUTHERAN COMMUNITY CHURCH - CAROLS STREET BANNER 2020**File Number:** REP20/1107**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Temora Lutheran Community Church - Carols 2020 [!\[\]\(c694a3ff3b077d76910920a6a1593ab4_img.jpg\) !\[\]\(42fc53a13f008e5bbf67aee5111990a5_img.jpg\)](#)**REPORT**

Temora Lutheran Community Church were the organisers for this years Carols in the Park and due to Covid-19 restrictions they cannot have large numbers attend or more than 5 singers in a public gathering.

The Lutheran Community Church organisers will be creating a Carols on the Airwaves and will be broadcasted on the evening of 2 December 2020 and will be putting a patch on the Street banner to reflect this.

They are requesting Council to consider waiving the fee for the street banner which is a cost of \$85.00.

Cr Dale Wiencke declared a non-pecuniary interest in relation to item REP/1107, due to being a member of the Temora Lutheran Church.

RESOLUTION 213/2020

Moved: Cr Kenneth Smith

Seconded: Cr Max Oliver

It was resolved that Council donates the cost for hanging the Street Banner for the Temora Lutheran Church for Carols on the Airwaves.

CARRIED



Temora Lutheran Community Church
(Temora/Trungley Hall)

133 Asquith St
Temora
NSW 2666
Australia

temora-msc.lutheran.org.au

6/10/2020

Gary Lavelle
General Manager
Temora Shire Council
PO Box 262
Temora NSW 2666
glavelle@temora.nsw.gov.au

Dear Sir

Regarding: Street Banner Fee for Carols on the Airwaves

This year the Temora Lutheran Community Church was due to organise 'Carols in the Park'. This was to be on behalf of Temora Christian Leaders and the Temora community. As you may be aware, current COVID-19 restrictions do not allow us to meet in large numbers nor allow more than 5 singers at a public gathering.

However, Christmas has not been cancelled! After seeing the creativity of the Temora community with both *The Great Quack Quest* and putting weekly sermons on local radio during COVID lockdowns, it got us thinking. This year, instead of meeting in the park, we have decided to celebrate the birth of Jesus in a different way. We are creating 'Carols on the Airwaves'. The plan is to use local audio engineers to record local talent to be broadcast on our local community radio station. That way people will be able to turn on their radio and join in with the carols at home in their yard, in the car (eg as they enjoy the Christmas light displays) or out in a park.

We plan to broadcast this recording on the usual Carols evening (2nd Saturday in December), making use of the new street banner (with a temporary patch advertising the radio station). We hope to also broadcast it again on a Sunday

Email: darren.kupke@lca.org.au

Phone: (02) 6977 4757 / 0458 774 757

evening and on Christmas Eve (for those unable to attend church services due to restrictions). We have plans to also advertise in local shops, local paper and through a webpage and Facebook page.

In light of all this work for the community, we humbly ask whether the Temora Council might consider waiving the fee required to put the street banner over the road.



In case you are interested, here is a mock-up of the adjusted banner that we received from Irvine Signs this morning. We hope this will be able to stay up until Christmas to remind people of the reason for the season and that carols will be on the radio this year.



Blessings to you and all at the Temora shire as we approach the end of a long year and look forward to 2021.



Darren Kupke
Pastor, Temora Lutheran Community Church

14.3 TBEG - STREET PLAZA**File Number:** REP20/1115**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. TBEG - Street Plaza  **REPORT**

Council is in receipt of correspondence from TBEG regarding a new plaza area.

TBEG is aware of the proposal to create a plaza area in Loftus Street to the west of Hoskins Street between Westpac Bank and Sadie Michael's and supports the initiative which will enhance the public domain of the town and supports a new plaza area. TBEG is also aware that the initial response to Councils concept plan received certain negative feedback.

TBEG suggests if funding is available, Council consider preparing a draft concept design plan for a multifunctional plaza and TBEG is willing to work with Council to achieve an outcome.

RESOLUTION 214/2020

Moved: Cr Max Oliver

Seconded: Cr Nigel Judd

It was resolved that Council refers the Plaza matter to the Community Strategic Plan for consideration.

CARRIED



19 August 2020

Gary Lavelle
General Manager,
Temora Shire Council,
Loftus Street,
Temora. NSW 2666

Attention: Mr Craig Sinclair, Business Development Manager

Dear Gary,

Subject: Public Domain Enhancements for Temora

As you are aware, TBEG represents the interests of a significant number of individual businesses within Temora with the objective of both growing these individual businesses but assisting the broader economic growth of Temora Shire.

TBEG is aware that Council has looked at a number of initiatives to enhance the public domain of the commercial area of Temora for the benefit of both, the community generally, but also as a way to improve the commercial benefits to local businesses.

In particular, TBEG has been made aware of the proposal to create a plaza area in Loftus Street to the west of Hoskins Street between the Westpac Bank and Sadie Michael's Salon. The TBEG Committee supports all initiatives which will enhance the public domain of the Town and assist in the economic growth of Temora. Consequently, the Committee supports the proposal for a new Plaza area.

The concept of Place Management and Design (i.e. managing and enhancing public spaces in association with commercial and retail premises) is not new and the State Government has many examples of Government Agencies whose specific brief is to manage public lands in close association with private sector commercial and retail enterprises. Such examples include The Rocks, Darling Harbour and more recently, Barangaroo in Sydney. The Department of Transport also now has a specific Division dedicated to the creation of international best practice in Place Design for the new Metro Stations being created in Sydney.

The achievement of successful outcomes in these areas is based upon a collaborative partnership approach with excellent communication between all parties.

TBEG is aware that the initial response to Council's concept of a plaza received a certain amount of negative feedback.

Consequently, TBEG would suggest that, should funding be available, Council consider preparing draft concept design plans for a multifunctional plaza proposal which would be suitable for:

- further public consultation and engagement
- identification of issues already raised and how they can be addressed
- demonstrating how the Plaza can be utilised as a multifunctional space for a variety of purposes.

In summary, TBEG supports the further enhancement of the public domain in Temora including the concept of a Street Plaza area and is willing to work with Council to achieve the desired outcome.

Yours Sincerely,

Mel Gallagher
TBEG Chair

20/6 7yrs

14.4 TEMORA PERFORMING ARTS - WAIVING OF FEES - 10 OCTOBER 2020**File Number:** REP20/1117**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Temora Performing Arts [↓](#) **REPORT**

Temora Performing Arts is requesting Council to waive the \$400.00 hire fee for the Temora Town Hall for the variety night concert on Saturday 10 October 2020.

The General Manager raised this at the Assets & Operations seeking Councils supports as the function is prior to the Council meeting.

A Covid safety plan was submitted to Council for the function.

Cr Kenneth Smith declared a non-pecuniary interest in relation to item REP20/1117, due to being the President of Can Assist.

RESOLUTION 215/2020

Moved: Cr Graham Sinclair

Seconded: Cr Max Oliver

It was resolved that Council ratifies the decision made at the Assets & Operations Committee to waive the \$400.00 hire fee.

CARRIED

Fran Cahill
Secretary,
Temora Performing Arts
(Formerly Temora Shire Arts Council)
8th September, 2020

Gary Lavelle
General Manager
Temora Shire Council

Dear Gary,

Temora Performing Arts requests that Council waive the \$400 fee for the use of the Town Hall for the Variety Night Concert on Saturday 10th October, in aid of Redkite and CanAssist. Temora Performing Arts will not benefit from the concert as all proceeds will be shared by Redkite and Temora CanAssist.

In these difficult times when many usual fundraising events were cancelled, we are hoping to give a substantial amount to help them.

Attached is our COVID Safe plan.

Yours Sincerely,

Fran Cahill

14.5 TEMORA PERFORMING ARTS - WAIVING OF FEES - 14 NOVEMBER 2020**File Number:** REP20/1119**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Temora Performing Arts [↓](#) **REPORT**

Temora Performing Arts is requesting Council to consider waiving the \$400.00 hire fee for the Town Hall for the Tony Bozicevic concert on 14 November 2020.

A Covid safety plan was submitted to Council for the function.

Cr Kenneth Smith declared a non-pecuniary interest in relation to item REP20/1119, due to being the President of Can Assist.

RESOLUTION 216/2020

Moved: Cr Graham Sinclair

Seconded: Cr Kenneth Smith

It was resolved that Council waives the fees for the Temora Town Hall hire on the 14 November 2020 for the Tony Bozicevic concert.

CARRIED

Fran Cahill
Secretary
Temora Performing Arts
(Formerly Temora Shire Arts Council)
8th October, 2020

Gary Lavelle
General Manager
Temora Shire Council

Dear Gary,

Temora Performing Arts requests that Council waive the \$400 fee for use of the Town Hall for the Tony Bozicevic concert on Saturday, 14th November. We are unable to attract performers of this caliber and pay them a reasonable amount if we also have to pay for the Town Hall.

Tony has been fantastic in the past and accepted a payment of a reduced amount from what he would normally expect. Temora Performing Arts will not keep any proceeds from this concert but we hope that the community will support it.

Attached is our COVID Safe plan.

Yours Sincerely

Fran Cahill

14.6 IMAGINE TEMORA - ASSISTANCE**File Number:** REP20/1131**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Imagine Temora - Assistance [↓](#) **REPORT**

Imagine Temora is seeking financial assistance towards a newly created Creative Christmas – Front Yard Art Competition, encouraging families to be creative at home.

The 3 prize allocations will be Winner, Runner up and People’s Choice and the Committee would like to give Temora Gift cards as the prizes.

RESOLUTION 217/2020

Moved: Cr Graham Sinclair

Seconded: Cr Dennis Sleigh

It was resolved that Council allocates \$200.00 in Temora gift cards to Imagine Temora for prizes for the Creative Christmas initiative.

CARRIED

8 September 2020

General Manager
Temora Shire Council

Dear Mr Gary Lavelle

I write on behalf of Temora Shire Council's Imagine Temora Committee to request financial assistance pertaining to our Creative Christmas- Front Yard Art Competition.

As per the Imagine Temora Committee minutes presented to Council in September 2020, the Committee has initiated Creative Christmas – Front Yard Art Competition, to encourage families to be creative together at home.

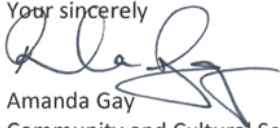
We ask for Council assistance to provide Temora Gift cards as prizes in the competition.

Proposed prize allocation.

- Winner
- Runner up
- People's Choice

I ask that you refer to our Council representative, Cr Lindy Reinhold to determine the appropriate funds for such an award.

Yours sincerely



Amanda Gay
Community and Cultural Services Officer

14.7 EVENT APPLICATION - TEMORA TOWN MARKETS

File Number: REP20/1124
Author: Secretary Engineering
Authoriser: General Manager
Attachments: Nil

Marnie Smith has lodged an application to hold the Temora Town Markets on Sunday 15th November, 2020. She is requesting the use of Callaghan Park for the Market Stalls from 8.00am until 2.00pm.

There will be a maximum of 30 stalls as well as a local band playing music.

A COVID-19 Safety Plan has been supplied, and a list of stall holders will also be supplied at a later date.

There will be no cost to Council.


RESOLUTION 218/2020

Moved: Cr Max Oliver

Seconded: Cr Dale Wiencke

It was resolved that Council approves the use of Callaghan Park on 15 November 2020 for market stalls subject to the applicant providing insurance details.

CARRIED

14.8 TEMORA SALVATION ARMY**File Number:** REP20/1152**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Salvation Army [↓](#) **REPORT**

Temora Salvation Army runs a free community lunch on Christmas Day and generally 50-60 people attend.

Due to Covid restriction and the number of people allowed they would like to use the Town hall as the venue and request Council to waive the fees for the use of the hall.

Cr Rick Firman declared a non-pecuniary interest in relation to item REP20/1152, due to being the Chairman of the Red Shield Appeal.

RESOLUTION 219/2020

Moved: Cr Dale Wiencke

Seconded: Cr Dennis Sleigh

It was resolved that Council approves the request for the 25 December 2020 and donates the cost back to the Salvation Army for the hire of the hall.

CARRIED

Temora Salvation Army
0427 879 024
P.O. Box 317

14/10/2020

To the Temora Shire Council,

For over a decade, the Temora Corps of the Salvation Army has run a free community lunch on Christmas Day. Generally we provide 50-60 people from the Shire (and beyond) a "family dinner" on what can otherwise be a very lonely day.

This year, owing to covid restrictions on the number of people allowed in our hall, we are planning on making use of the Temora Town Hall as a venue. I am writing to ask if the Council would consider a reduction in fees for use of the building, to help support this free event for the whole community.

Please contact me if any more information is required.

Regards,



Aux. Lt. Caleb Smith

Salvation Army, Temora Corps

15 NOTICE OF MOTION

Nil

16 BUSINESS WITHOUT NOTICE**1. CR OLIVER**

Back Arianh Park Road – Received advice from a resident that this road is in a bad state.
Director of Engineering Works advised that this road will be put on the list to grade.

2. CR FIRMAN

Advised of the new residents dinner to be held at the Bundawarra Centre on 29 October 2020 at 6:00pm.

Advised that he will be away for a lot of November for the Boundaries Commission hearings with first week of November hearing being Snowy Valleys Council and the last week in November the Cootamundra-Gundagai Council.

3. CR SMITH

Town Hall – Enquired if the hall floor is going to be resurfaced as it is looking shabby.
Director of Environmental Services advised that the floor is due to be redone.

4. ENGINEERING WORKS MANGER

Mr Bimal Shah thanked Council for the opportunity to work for the Temora Shire Council, it has been an absolute pleasure. Thank you to the General Manager and Engineering Works Manger for their ongoing support and accepting him. Thank you to all the Senior Staff and wished the Council all the best for the future.

17 COUNCILLORS INFORMATION PAPER

RESOLUTION 220/2020

Moved: Cr Kenneth Smith

Seconded: Cr Max Oliver

It was resolved that the Information Reports be received.

CARRIED

17.1 TEMORA MEMORIAL TOWN HALL - INCOME & EXPENDITURE SEPTEMBER 2020

File Number: REP20/1109
Author: Executive Assistant
Authoriser: General Manager
Attachments: Nil

INCOME	\$
Balls	
Bar	
Dance Prac	
Dances	
Foyer	\$140.00
Hall	\$402.00
Kitchen	
Presentation Nights	
Rehearsals	
Reunions	
Stage Hire	
Supper Room	\$127.50
Table Hire	
Workshops	
TOTAL INCOME	\$669.50
EXPENDITURE	\$
Utilities	
Gas	
Water	
Electricity	\$0.08
Rates	
Insurance/Public Liability	\$20,557.20
Cleaning	
Supplies	
Wages	\$520.00
Sanitary Service	
Maintenance	
Includes Plant, Stores, Handyman's Wages	\$650.00
Administration	
Wages	\$469.11
Miscellaneous	
Organisation Support Costs	
TOTAL EXPENDITURE	\$22,196.39
INTERNAL DONATION	\$290.42
YEAR TO DATE	
Income	\$1,643.00
Expenditure	\$27,611.38
Internal Donations	\$671.28

17.2 ROAD SAFETY OFFICER - ACTIVITY REPORT SEPTEMBER 2020

File Number: REP20/1075
Author: Executive Assistant
Authoriser: General Manager
Attachments: Nil

ACTIVITIES

- Meeting with Coates Hire regarding VMS hire for projects
- Agenda Four Shires quarterly zoom road safety meeting completed, distributed and invites sent out
- Attended Four shires quarterly zoom meeting
- Completed minutes to the meeting and emailed to attendees
- Projects submitted and approved
- Organising agenda and invite list TfNSW Steering Committee Meeting
- Working on Bus Safety Program
- Ordering of resources for fatigue, speed projects and bus safety program
- Invites emailed to Steering Committee attendees
- Attended Steering Committee Meeting
- Completed minutes of the meeting and emailed to attendees
- Road Safety leaflets placed in library.
- Meeting with TfNSW regarding projects and ordering of swags for Plan B project
- Organising the purchase of swags
- Contact with Julie Briggs regarding the addition of road safety information to the Kindy Kits
- Meeting with RSO for Coota/Gundagai/Tumut LGA's and RSO for Wagga LGA to discuss:
 - Harvest campaign
 - Free Cuppa initiative
 - Bus Safety Awareness
 - REROC Kindy Kits
- Meeting with Dragons Tale Early Learning Centre
- Meeting with Glenn Sheehan to discuss supporting each other's FB Pages
- Organising 65+ Workshop

FACEBOOK POSTS

- Fatigue: Being awake for 17 hours straight is like having a BAC of .05
- Slow down on curves on country roads
- Seatbelts save lives video
- Slowdown and Buckle up
- National walk to school safety
- Father's Day dad jokes road safety messages
- Speeding video
- Driveway safety
- Towards Zero message
- Towards Zero message
- Ride to Live – Test Your Skills/Reactions

- Speeding x 2
- Fatigue survey
- Double Demerits
- Wiggles buckle children up safely
- THP safe holiday travel
- Police Remembrance Day

Report by Karen Trethowan
Road Safety Officer

17.3 WORKS REPORT - SEPTEMBER 2020

File Number: REP20/1137
Author: Secretary Engineering
Authoriser: General Manager
Attachments: Nil

Rural Roads

- Various Rural Roads Heavy Patching Completed
- Thanowring Road shoulder widening – Shoulder trimming was completed and Sealed. Reseal will take place in the month of November
- Morangarell Road – Shoulder widening construction works in progress, Pipe culverts installation complete and additional drainage works are underway

Local Roads Maintenance Grading

- Boginderra Road
- Goeschs Lane
- Camps Lane
- Chellington Road
- Walkers Road
- Trevaskis Lane
- Stock Route Road

Parks & Gardens

- Gloucester Park Play Equipment installation complete
- Tree Maintenance
- Slashing & Weed Spraying of various rural & regional roads underway
- Parks & Sporting Fields routine maintenance

State Roads

- MR84 & MR57 Heavy Patching works underway
- Slashing underway

Airport Works

- Arterial drainage work commenced in September. Encounter wet weather during construction of the drainage works

Future Works

- Reseals of State Roads and Council Roads
- Morangarell Road Sealing
- Airport Upgrade
- K&G upgrade – Bundawarra Centre

Report by Bimal Shah

17.4 BUILDING APPROVALS - SEPTEMBER 2020

File Number: REP20/1121
Author: Environmental Secretary
Authoriser: General Manager
Attachments: Nil

BUILDING APPROVALS – SEPTEMBER 2020

- ✓ DA 48/2020 – Lot 3; DP 758957; Section 3; 266 Hoskins Street, Temora – New Commercial Facility includes Food and Drink Premises
- ✓ DA/CC 52/2020 – Lot 37; DP 1082604; 33 Tigermoth Avenue, Temora – New Dwelling
- ✓ DA/CC 54/2020 – Lot 1; DP 928397; 298 Burley Griffin Way, Temora – New Bunker (Grain Storage)
- ✓ DA/CC 55/2020 – Lot 20; DP 758957; Section 10; 160 Aurora Street, Temora – Residential Storage Sheds/Garages
- ✓ DA/CC 56/2020 – Lot 34; DP 1082604; 27 Tigermoth Avenue, Temora – Carport & Two (2) Patios
- ✓ DA/CC 57/2020 – Lot 130; DP 750603; 6167 Burley Griffin Way, Temora – Cover over Existing Deck

COMPLYING DEVELOPMENT ISSUED

- ✓ CDC 30/2020 – Lot 19; DP 1073421; 14 Harrier Street, Temora – New Dwelling
- ✓ CDC 31/2020 – Lot 8; DP 700380; 11 Skidmore Street, Temora – Residential Storage Sheds/Garages
- ✓ CDC 32/2020 – Lot 5; DP 758957; Section 36; 189 Camp Street, Temora – Carport
- ✓ CDC 33/2020 – Lot 9; DP 1073565; 264 Thanowring School Road, Temora – New Dwelling
- ✓ CDC 34/2020 – Lot 21; DP 1213667; 26 Chifley Street, Temora – Residential Steel Framed Storage Shed/Garage

- ✓ CDC 35/2020 – lot 3; DP 18822; 20 Ashelford Street, Temora – New Dwelling
- ✓ CDC 36/2020 – Lot 2; DP 526596; 130 Grey Street, Temora – Patio
- ✓ CDC 37/2020 – Lot 18; DP 1073421; 16 Harrier Street, Temora – Inground Swimming Pool
- ✓ CDC 38/2020 – Lot B; DP 360348; 130 Polaris Street, Temora – Dwelling Additions & Alterations
- ✓ CDC 39/2020 – Lot A; DP 384603; 89 Deutcher Street, Temora – Dwelling Additions & Alterations

17.5 CASH & INVESTMENTS FOR THE PERIOD ENDED 30 SEPTEMBER 2020**File Number:** REP20/1133**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Cash & Investments  



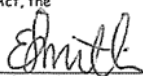
Temora Shire Council

Cash & Investments

For the period ended 30th September, 2020

	Original Budget 2020/21	Revised Budget 2020/21	Actual YTD Figures
Externally Restricted			
Sewerage Services	2,428,831	2,428,831	2,225,842
Domestic Waste Management	1,139,266	1,139,266	1,141,661
Stormwater Drainage Flood Studies & Construction Programs	190,661	190,661	148,906
S94 Contributions	133,670	133,670	147,063
HACC Unexpended	1,090,288	1,090,288	2,155,648
Drought Funding	446,720	446,720	1,007,997
Total Externally Restricted	5,429,435	5,429,435	6,827,117
Internally Restricted			
Leave Reserves	1,637,014	1,637,014	1,637,014
Roads Reserve	1,890,717	1,890,717	1,104,552
Local Roads	637,579	637,579	411,147
FAGS Received in Advance	0	0	0
Industrial Development	197,603	197,603	197,603
Plant & Vehicle	244,703	244,703	715,794
Izumizaki Donation	2,152	2,152	2,152
Gravel Royalty	313,754	313,754	306,754
Medical Complex Development	11,645	11,645	4,643
Infrastructure	848,203	848,203	925,403
Infrastructure - Airport Estate	152,892	152,892	53,569
MapInfo/GIS Upgrades	17,700	17,700	17,700
Digital Two Way Radio Upgrade	50,000	50,000	38,750
Computer Upgrade	50,577	50,577	215,577
Sports Council Requirements	10,000	10,000	10,000
Youth Hospitality	32,894	32,894	33,894
Revotes & Unspent Grants	311,636	311,636	1,065,780
Airside Maintenance	67,819	67,819	70,127
Total Internally Restricted	6,476,887	6,476,887	6,810,459
Total Reserves	11,906,322	11,906,322	13,637,576
Cash & Investments			
Westpac Cheque Account			793,463
Macquarie Bank DEFT Account			438,768
AMP Business Saver Account			552,777
AMP Notice Account			3,599
Westpac Cash Reserve			1,801,437
Term Deposits:			
Bank of Queensland			500,000
National Australia Bank			500,000
Suncorp Limited			500,000
National Australia Bank			503,312
National Australia Bank			516,193
National Australia Bank			504,385
Bank of Queensland			500,000
National Australia Bank			500,000
Bank of Queensland			500,000
National Australia Bank			506,869
Macquarie Bank			500,000
AMP Bank			515,087
AMP Bank			504,364
National Australia Bank			538,998
National Australia Bank			524,213
Bank of Queensland			500,000
Macquarie Bank			502,096
Westpac Bank			500,000
National Australia Bank			500,000
National Australia Bank			500,000
National Australia Bank			500,000
National Australia Bank			500,000
National Australia Bank			500,000
Macquarie Bank			500,000
Total Cash & Investments	11,906,322	11,906,322	15,705,563
Less Funds required for operational purposes			(500,000)
Cash & Investments Available for Reserves			15,205,563
Funds Available for Operating Cashflow			1,567,987

I certify that the investments have been made in accordance with the Act, the Regulations and Council's actual Investment Policy.


Elizabeth Smith
Responsible Accounting Officer

17.6 RATES COLLECTION - SEPTEMBER 2020**File Number:** REP20/1110**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Rates Collection - September 2020 [!\[\]\(c694a3ff3b077d76910920a6a1593ab4_img.jpg\)](#) 

Rates Collections											
Rates 2020/21											
Category	Arrears	Levies including Interest & Legals	Total	Pension Rebates	Adjusted Total	Payments	Rates Outstanding 07/10/2020	Rates Outstanding % 07/10/2020	Rates Outstanding 07/10/2019	Rates Outstanding % 07/10/2019	same period last year
Farmland	49,725.26	1,943,089.82	1,992,815.08	-3,918.82	1,988,896.26	-601,897.25	1,386,999.01	70%	1,308,509.41	68%	
Residential Temora Occupied	58,833.90	1,279,323.08	1,338,156.98	-84,116.50	1,254,040.48	-443,927.39	810,113.09	65%	767,803.03	65%	
Residential Temora Vacant	3,884.56	69,964.19	73,848.75	0.00	73,848.75	-18,760.69	55,088.06	75%	41,366.92	58%	
Residential Arianah Park	15,147.60	72,389.42	87,537.02	-7,035.39	80,501.63	-27,069.29	53,432.34	66%	50,805.77	65%	
Residential Springdale	771.48	10,159.00	10,930.48	-992.53	9,937.95	-4,882.89	5,055.06	51%	4,531.30	57%	
Rural Residential	7,130.86	152,019.31	159,150.17	-10,375.00	148,775.17	-62,521.00	86,254.17	58%	75,290.21	52%	
Residential - Temora Aviation	264.84	41,859.45	42,124.29	-570.63	41,553.66	-15,857.73	25,695.93	62%	18,543.61	48%	
Business Temora - Hoskins Street	6,541.41	252,605.11	259,146.52		259,146.52	-80,640.76	178,505.76	69%	168,597.65	64%	
Business Temora - Town	8,017.10	268,433.61	276,450.71		276,450.71	-99,932.58	176,518.13	64%	117,960.63	44%	
Business Temora - Aviation	0.00	26,774.53	26,774.53		26,774.53	-6,986.67	19,787.86	74%	4,729.14	18%	
Business Arianah Park	1,640.83	17,593.72	19,234.55		19,234.55	-6,611.45	12,623.10	66%	6,636.95	38%	
Business Other	134.34	9,453.29	9,587.63		9,587.63	-6,543.21	3,044.42	32%	3,352.58	34%	
Residential Sewer	40,328.71	925,757.84	966,086.55	-40,527.13	925,559.42	-331,728.73	593,830.69	64%	541,548.75	60%	
Non-Residential Sewer	11,543.77	76,435.23	87,979.00		87,979.00	-46,816.03	41,162.97	47%	6,301.96	11%	
Storm Water Levy	2,366.33	48,689.15	51,055.48		51,055.48	-17,871.52	33,183.96	65%	31,971.72	63%	
Domestic & Rural Waste	30,815.27	563,588.92	594,404.19	-39,196.62	555,207.57	-203,562.65	351,644.92	63%	327,898.93	61%	
Trade Waste	4,663.93	122,614.84	127,278.77		127,278.77	-41,355.96	85,922.81	68%	66,315.21	52%	
Overpayments	-84,401.56		-84,401.56			67,284.72	-17,116.84		-6,295.88		
	\$157,408.63	\$5,880,750.51	\$6,038,159.14	-\$186,732.62	\$5,935,828.08	-\$1,949,681.08	\$3,901,745.44	66%	\$3,535,867.89	62%	

17.7 PINNACLE COMMUNITY SERVICES - FINANCIAL REPORT - 30 SEPTEMBER 2020**File Number:** REP20/1127**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Pinnacle Financial Service - 30 September 2020 [!\[\]\(5a132f13505a6571904d622757b7a8f0_img.jpg\)](#) 

Pinnacle Community Services
Financial Report
As at 30th September 2020

	July YTD	Aug YTD	Sept YTD
Supported Independent Living	8,791	(7,523)	(47,968)
NDIS Packages	47,846	10,707	(79,097)
Contracted/Brokered Services	3,209	2,732	2,388
Aged Care - Commonwealth Funded Block Funding	(124,458)	(81,033)	(47,167)
Home Care Packages	(116,977)	(133,085)	(234,062)
Community Transport Programs	(46,420)	(25,959)	(6,500)
Overheads - to be distributed quarterly	13,031	25,838	33,398
Net (Surplus)/Deficit	(214,978)	(208,323)	(379,009)

8/10/2020 1:06 PM

17.8 AUSTRALIA DAY COMMITTEE MINUTES HELD 14 SEPTEMBER 2020**File Number:** REP20/1044**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Australia Day Committee Minutes [↓](#) 

TEMORA SHIRE AUSTRALIA DAY COUNCIL

**MINUTES OF THE LAST GENERAL MEETING HELD ON MONDAY 14TH SEPTEMBER 2020
HELD AT THE TEMORA SHIRE COUNCIL CHAMBERS, COMMENCING AT 6.00PM**

PRESENT: Cr. Graham Sinclair (Chairman), Cr. Rick Firman (Vice Chairman), Cr. Max Oliver (Treasurer), Beth Firman (Secretary), Taz Rundall

APOLOGIES: Nil

MINUTES OF LAST MEETING:

The minutes of the last meeting were read and confirmed on the motion of Cr. Firman and Cr. Oliver
CARRIED

BUSINESS ARISING:

- Beth has booked the Town Hall, Street Banner and the mobile stage
- Beth emailed the ADCC. They rang back to say they would contact her when there was any news. She suggested that we organise our own Ambassador locally.

CORRESPONDENCE:

Incoming: Nil

Outgoing: Nil

TREASURERS REPORT: Nil to report

GENERAL BUSINESS:

- Cr Firman has organised for three ads for Nominations to be placed in the Temora Independent. Nominations close on 30 October 2020. Cr Firman to organise Kate Slapp to report this on social media. The forms are available from today at the Council office and Cr. Firman's menswear shop
- Beth reported that there were sufficient medals and badges for the 2020-21 presentations.
- Cr Firman asked when a final decision will be made to cancel or continue with proceedings. It was decided that a meeting will be held, possibly in the first week of December to confirm any decision.
- Suggested Ambassadors : Mr Ron McGuirk, Mr Peter James,

There being no further general business, the Chairman thanked all for their attendance and declared the meeting closed at 6.25pm. Next meeting to be held on Monday 9th November 2020

DATE: _____

SIGNED: _____
Chairman

17.9 IMAGINE TEMORA MINUTES 15 SEPTEMBER 2020**File Number:** REP20/1046**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Imagine Temora Minutes [!\[\]\(a870788d6ed9b8fd294b7654a8c8526b_img.jpg\)](#) 

Minutes of a Meeting of the Imagine Temora Committee held on 15th September 2020 at the Temora Shire Council Chambers meeting room at 1700hrs

Present:

Colette Blazer - Chair, Susan Jeri – Temora Performing Arts, Ken Forster - TADVAC, Rod Gray – Original Live Music & TEM-FM, Taz Rundle – Secretary, Amanda Gay TCCS and Lindy Reinhold TSC Representative.

Apologies:

Fran Cahill – Temora Performing Arts.
Chris Watson – Motion Arts Temora.

Opening:

The Chairperson declared the meeting open at 1700hrs.

Declaration of Interests:

None reported

Minutes of the previous meeting:

Moved by Susan Jeri and seconded by Colette Blazer to be a true and accurate record.

CARRIED:

Business arising from previous minutes:

Temora Performing Arts; 10th Oct Variety Concert going ahead to start early at 6:30pm.

Correspondence In:

14th Sept Temora Performing Arts – September Minutes
As read by Secretary

Reports:

Motion Arts Temora; Have had their AGM with Chris Watson being returned as President and Susan Hunn VP.

Temora Town Band; First performance since COVID 19th September, this Saturday in Paleface Park 10-12 noon with intention to repeat monthly.

There is a current plan to run Carols on line with the public recording themselves singing along to records of the band. In development with Christian Leaders.

Temora Performing Arts; A change to the date of Tony Bozicevic recital to the 14th of November.

TADVAC; Going well, night classes will be in recess over school holidays, the refurbished building looks good. Solar panels in place awaiting a smart meter.

Indi Artist; Nothing to report.

Original Live Music Group: Nothing to report.

TEM-FM; Looking at creating a program to assist Temora Youth getting experience in production and broadcasting.

TCCS;

'Becoming a Bohemian' a smashing success.

'ARTSPACE' program hand out for distribution. <https://artstate.com.au/artstate-arts-program/>

Country Arts Support Program 2021 grants info distributed. <http://regionalartsnsw.com.au/grants/casp/>

Activating Unusual Spaces – has been approached by some musicians for next year. She is investigating operating this in other formats than performance (Themed Art Works, etc)

Investigating a call for ALTERNATIVE CHRISTMAS DISPLAYS

Moved Colette Blazer and seconded Rod Gray to authorize Amanda to investigate and set up this "Creative Christmas" idea.

CARRIED:

Next Meeting:

13th Oct 1700hrs, same location.

Meeting closed at: 1748

17.10 TEMORA SHIRE HERITAGE COMMITTEE MINUTES - SEPTEMBER 2020**File Number:** REP20/1048**Author:** Building Surveyor**Authoriser:** Director of Environmental Services**Attachments:** 1. Temora Shire Heritage Minutes - September 2020 [↓](#) 

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MINUTES

MINUTES OF THE MEETING OF THE TEMORA HERITAGE COMMITTEE

Meeting Held: Temora Town Hall on Thursday, 10th September, 2020

Present: David Scobie, Graham Lynch, Ros Hartwig, Cr Nigel Judd, Claire Golder, Michael Collins, Bill Speirs, Merryll Graham, Wilma McCubbin, Cr Max Oliver, Cr Dale Wiencke, Kris Dunstan (Chair), Belinda Bushell and Jason Goode (arrived at 12:36pm)

Apologies: Rod Ballantyne

Commenced: 12:03 PM

ITEM		ACTION
1	Confirmation of Minutes – Minutes confirmed Moved Wilma McCubbin and Seconded Ros Hartwig	
2	Business Arising from Previous Minutes – <ul style="list-style-type: none"> • Digitisation Project – Hard Drive. Library Manager is keen for the equipment to be housed at the Library. Awaiting IT in regard to specifications moving forward. • State Heritage Inventory – still ongoing. • Sproules Lagoon & Indigenous Heritage – 29th September 2020 onsite (weather permitting) 	

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	<ul style="list-style-type: none"> • CBD Businesses history and images project • Temora Memorial Town Hall – Interpretive Panel – 5 X Panels on the Western wall. • Satellite Airfield Sites – Meeting with Anna Gebels went well. The working party will meet again shortly to review on achieving one of the sites proposed objectives regarding interpretation etc. Site C has been selected. 	<p>GL to forward information to Independent and commence the process of seeking information RE: CBD businesses occupancy history and images.</p> <p>BB to locate main street study completed by heritage advisor in early 2000's</p> <p>DS to work on a draft design/layout with the text and photos provided – scheduled timeslot for October visit</p>
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	<ul style="list-style-type: none"> • Interpretive Panel Booklet – Wilma McCubbin has reviewed the text and has furnished the amended copy to Belinda. Alterations to be made and then forwarded to Bill Speirs for further review. • Chinese Heritage – Part 1 Cemetery project, Part 2 Chinatown Interpretive Panel along Trungley Hall Road and Part 3 Booklet on Temora's Chinese Heritage. Cemetery project engaged a Feng Shui specialist Kony Kang. Awaiting a quotation from sculptor. • Gidginbung Station – painting complete; handrails to be installed in November, timelines/signage completed; yet to receive the Gidginbung Sign from Rob Hartwig. Youth Committee want to be involved with the opening. • Lone Graves – FOTSC to review at the completion of the two (2) large projects (shed/Chinese). • Urban Myths & Misadventures – Brett Green was issued with a proposal via email. Brett has made contact with Bill Speirs regarding images. Brett is very excited about the opportunity given with the project. 	
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	<ul style="list-style-type: none"> Oral History 	DS to contact Rob Willis. Request a quotation for a period of six (6) months, for once monthly visits to undertake oral history research at the TEMFM Radio Station
3	Heritage Fund Applications – <ul style="list-style-type: none"> Springdale Church – Roof restoration It was Moved Jason Goode and Seconded Ros Hartwig that \$2,000 of HAF be offered. Ariah Park Hotel – Laundry Structural Walls restoration It was Moved Jason Goode and Seconded Dale Wiencke that \$1,000 of HAF be offered. And further at the use of the Motorised Mortar Gun be offered. 	Approval Letters to be issued
4	Heritage Advisors Report – Noted	
5	General Business – Max Oliver <ol style="list-style-type: none"> Advised that has had 4-5 people visit the Railway Museum state they have relocated to rural areas. Wilma McCubbin <ol style="list-style-type: none"> Bectric – BBQ and YouCamp working on the opening Read an article from 07/06/1883 advertising The Rocks Hotel 	

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<p>Bill Speirs</p> <ol style="list-style-type: none"> 1. SBS Insight – Tuesday @ 8:30pm 2. Article of Bill Speirs father POW – 75 year anniversary 3. Textiles Exhibition 4. Ambulance Museum working on the literature of the items <p>Jason Goode</p> <ol style="list-style-type: none"> 1. Digitising Paper – Sponsorship proposal. It was agreed that this idea should be launched when the Library Project (computer etc. to store items) is complete. <p>Ros Hartwig</p> <ol style="list-style-type: none"> 1. Combaning/Springdale book meeting this afternoon. 	
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Next Meeting: Thursday, 15th October, 2020 at the Temora Town Hall at 12:00 PM
Meeting Closed at 1:10 PM

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17.11 SPRINGDALE PROGRESS ASSOCIATION MINUTES HELD 20 SEPTEMBER 2020**File Number:** REP20/1082**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Springdale Progress Association minutes [↓](#) 

77618

Meeting minutes for the meeting of Springdale Progress Association.
Held at 5pm Sunday 20th September 2020 at Springdale Hall

PRESENT: L. Andersen, L. Buckley, V. Reid, J. Miller, K. Smith (TSC), P. Thorne, Anne Thorne.

The meeting was declared open at 5.00 pm

APOLOGIES: M. Oliver (TSC) motion for the apologies be accepted

Moved: K. Smith Seconded: P. Thorne Carried

MINUTES OF LAST MEETING: The minutes of the last meeting were read.

Moved: K. Smith Seconded: P. Thorne Carried

BUSINESS ARISING FROM THE MINUTES:

Questions regarding what the new purchases were, answered by V. Reid

Moved: P. Thorne Seconded: L. Andersen Carried

TREASURERS REPORT: Treasurer read her report and moved the adoption of this report,
 Seconded by : P Thorne Carried

Business Arising from the Treasurers Report:

- The new Gyprock repair for inside the hall will cost \$ 1,550
- RMS will pay for a path from the new BBQ area to the road near the toilets

CORRESPONDENCE:

Outgoing: Nil

Moved: V. Reid Seconded: P. Thorne Carried

Incoming:

- Copies of maps and information regarding Harvey and Penfold families were received by V. Reid. These will be placed in the archives.
 Moved: V. Reid Seconded: L. Andersen Carried
- From Craig Sinclair (TSC) regarding new Springdale signage designs, with pictures of these designs. Designs for the 3 shire villages must be uniform design.
- Information from K. Smith regarding the change in speed limits through Springdale. The letter relating to this matter was read by L. Buckley

Motion for the Outwards be approved and the Inwards be received and dealt with as read.

Moved: L. Andersen Seconded: P. Thorne Carried

GENERAL BUSINESS:

The Covid-19 Safety Plan was discussed and was approved by Les Buckley. The mandatory plan & sign in Register will remain at Springdale

Moved by L. Andersen Seconded: P. Thorne Carried

- Springdale signage - the Committee liked the images as shown, the larger one if possible. No population on the sign, but with title "A great little village"
 Moved: P. Thorne seconded: J. Miller all agreed Carried
- Remembrance Day at Springdale is cancelled for this year
- Driver Reviver will be open for the October long weekend from Friday to Monday 9am- 5pm
- L. Andersen to send AGM minutes to V. Reid, as new signatories are required
 Moved: A Thorne Seconded: J. Miller Carried

Meeting closed 6.05 pm . **Next meeting** 15th November 2020 at 5pm

 President: Les Buckley

17.12 NSW ABORIGINAL LAND COUNCIL**File Number:** REP20/1084**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. NSW Aboriginal Land Council [↓](#) 

Advising of the newly elected Councillor for the Wiradjuri Region within the NSW Aboriginal Land Council network, Ms Leeanne Hampton.

Councillor Leeanne Hampton
PO Box 332
West Wyalong NSW 2671
leeanne.hampton@alc.org.au
Ph: 0436 106 241



10th September 2020

Mr Gary Lavelle
Temora Shire Council
PO Box 262
Temora NSW 2666
temshire@temora.nsw.gov.au

Dear Gary,

My name is Leeanne Hampton and I write to you today to introduce myself as the newly elected Councillor for the Wiradjuri Region within the NSW Aboriginal Land Council (NSWALC) network.

The NSWALC is the State's peak representative body in Aboriginal Affairs and aims to protect the interests and further the aspirations of its members and the broader Aboriginal community. It is the largest member based Aboriginal organisation in NSW.

NSWALC is committed to ensuring a better future for Aboriginal people by working for the return of culturally significant and economically viable land, pursuing cultural, social and economic independence for its people and being politically proactive and voicing the position of Aboriginal people on issues that affect them.

The 120 Local Aboriginal Land Councils (LALC) which make up the network, collectively manage land and a range of services delivered at a local level to communities. These services may include housing, legal affairs, employment, training and property acquisition and land management.

There are 22 Local Aboriginal Land Councils across 40 local government councils that span across our broad Wiradjuri region. I would be available to meet with you via Zoom, Microsoft Teams or in person over the coming months at your invitation and convenience.

OUR LAND COUNCIL OUR MOB OUR FUTURE

www.ourmob.org.au

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PO Box 1125
Parramatta NSW 2124
Tel: 02 9689 4444
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2/36 Darling Street
Riverview Business Park
Dubbo NSW 2830
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Dubbo NSW 2830
Tel: 02 6885 7000
Fax: 02 6881 6268

Northern Zone
Suite 2-26, Park Avenue
Coffs Harbour NSW 2450
PO Box 1912
Coffs Harbour NSW 2450
Tel: 02 6659 1200
Fax: 02 6650 0420

Eastern Zone
50/24-26 Watt Street
Gosford NSW 2250
PO Box 670
Gosford NSW 2250
Tel: 02 4337 4700
Fax: 02 4337 4710

Southern Zone
Unit 22, 2 Yallourn Street
Fyshwick ACT 2609
PO Box 619
Queanbeyan NSW 2620
Tel: 02 6124 3555
Fax: 02 6280 5650

Far West Zone
Level 3, NSW State
Government Building,
32 Sulphide Street
Broken Hill NSW 2880
Tel: 08 8087 9587
Fax: 08 8087 3851

Prior to this appointment, I served a term as Councillor on Bland Shire Council and was CEO of West Wyalong Local Aboriginal Land Council. I believe my experience gives me a unique perspective and I hope over this term to assist in developing stronger relationships and improved communications between local government and the local land councils.

I look forward to meeting you and working with your Council in the near future to work together to enhance partnerships improve outcomes for all communities.

Yours sincerely



Leeanne Hampton
Councillor, Wiradjuri Region
NSW Aboriginal Land Council



New South Wales
Aboriginal Land Council

New South Wales Aboriginal Land Council Councillors

North West Region

Anne Dennis

Anne is Chair of NSWALC and a Gamilaraay woman from Namoi Reserve in Walgett. First elected in 2011, Cr Dennis has a strong background in education spanning more than 30 years. She believes that independent and self-sufficient Local Aboriginal Land Councils have a crucial role in delivering better educational outcomes and social justice for Aboriginal people.

Northern Region

Charles Lynch

Charles is Deputy Chair of NSWALC and a Gomeroi man from Barraba. First elected in 2015, Cr Lynch is also involved with the Tamworth Aboriginal Medical Service and Walhallow Murri Aboriginal Enterprise Corporation. He is a member of Nungaroo Local Aboriginal Land Council and focuses on empowering Local Aboriginal Land Councils to build capacity and determine their own direction.

Sydney/Newcastle Region

Abie Wright

Abie is a descendant of Gomeroi, Anaiwan, Dunghutti and Wanaruah people from Newcastle. First elected in 2019, Cr Wright is also a board member of Awabakal and joint founder of the Miromaa Aboriginal Language & Technology Centre. He strongly supports Aboriginal community-controlled services including health, aged care and family.

Wiradjuri Region

Leeanne Hampton

Leeanne is a Wiradjuri/Ngiyampaa woman from West Wyalong. First elected in 2019, Cr Hampton is a member of the NSW Government's Aboriginal Culture and Heritage Advisory Committee and served for 13 years as the CEO of the West Wyalong Local Aboriginal Land Council. She is passionate about protecting culture and heritage and helping instil pride in the younger Aboriginal generations.

Central Region

Grace Toomey

Grace is a Wiradjuri woman from Dubbo. First elected in 2019, Cr Toomey worked in local government for 24 years and is Secretary of the Dubbo Aboriginal Community Working Party of the Three Rivers Regional Assembly. She believes in the strength of connecting with Local Aboriginal Land Councils in her region and working together for the betterment of the community.

South Coast Region

Danny Chapman

Danny is a Walbunga man. First elected in 2015, Cr Chapman also served as Manager of NSW Native Title Services and is Chair of the NSW Aboriginal Fishing Advisory Council. He believes in protecting and supporting contemporary Aboriginal fishing and cultural interests in oceans and estuaries, rivers, lakes and wetlands.

Mid North Coast Region

Peter Smith

Peter is a Dungutti man from Kempsey. First elected in 2011, Cr Smith worked in the Taree region for 30 years, where he spent more than a decade each at the police service and the regional health services. He is a member of the Purfleet-Taree Local Aboriginal Land Council and is passionate about Land Rights, health equality and culture and heritage.

Western Region

Ross Hampton

Ross is a Ngiyampaa/Wiradjuri man from West Wyalong. First elected in 2019, Cr Hampton worked in high level roles at the Mallee District Aboriginal Services, Aboriginal Affairs NSW, Aboriginal Housing Office and the Murdi Paaki Regional Housing Corporation. He is a former Zone Director of the NSWALC Far West Zone and is a member of the Dareton Local Aboriginal Land Council.

North Coast Region

Dallas Donnelly

Dallas is a Bundjalung/Gumbaynggirr man from Grafton. Cr Donnelly previously served as the NSWALC North Coast Regional Councillor, was an ATSIC Regional Councillor and CEO of the Grafton-Ngerrrie, Barylglil Square and Ngulingah Local Aboriginal Land Councils. He believes in Local Aboriginal Land Councils maintaining their businesses, supporting their members, and encouraging youth participation.



18 CONFIDENTIAL REPORTS**RESOLUTION 221/2020**

Moved: Cr Graham Sinclair

Seconded: Cr Kenneth Smith

That Council considers the confidential report(s) listed below in a meeting closed to the public in accordance with Section 10A(2) of the Local Government Act 1993 at 5:48PM:

18.1 Confidential Minutes of the Assets & Operations Committee Meeting held on 6 October 2020

This matter is considered to be confidential under Section 10A(2) - c of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with information that would, if disclosed, confer a commercial advantage on a person with whom the Council is conducting (or proposes to conduct) business.

RESOLUTION 224/220

Moved: Cr Dale Wiencke

Seconded: Cr Graham Sinclair

It was resolved that the report be received.

Carried

RESOLUTION 225/220

Moved: Cr Dale Wiencke

Seconded: Cr Kenneth Smith

It was resolved that the reports and recommendations as presented be adopted.

Carried

18.2 Unnamed Rd (Off Boyds Road)

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

RESOLUTION 226/220

Moved: Cr Kenneth Smith

Seconded: Cr Dale Wiencke

It was resolved that Council undertakes fencing for 430m plus 1 new double gate to access Lot D 364079 owned by the landowner currently accessed by double gates off Boyds Road which lead onto the Council Road and the cost be approximately \$3,500 - \$4,000 Gst Inc.

Carried

18.3 TAIC - Temora Shire Council Agreement Terms

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

RESOLUTION 227/220

Moved: Cr Dale Wiencke

Seconded: Cr Max Oliver

It was resolved that Council defer the terms stated in the attached table in order to form a Heads of Agreement document to an Extra Ordinary meeting to be held at 12 noon on Monday 19 October 2020.

Carried

18.4 Organisational Restructure - Pinnacle Community Services

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

RESOLUTION 228/220

Moved: Cr Graham Sinclair

Seconded: Cr Dale Wiencke

It was resolved that Council adopts the amended organisation structure.

Carried

18.5 Pinnacle Community Services Review

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

RESOLUTION 229/220

Moved: Cr Graham Sinclair

Seconded: Cr Dale Wiencke

It was resolved that Council nominates Cr Sleigh to participate on a working committee to progress the review of Pinnacle Community Services, and the offer be put to Cr Reinhold and Cr McLaren to fill the other position and if not interested either Cr Firman or Cr Smith to fill the position.

Carried

CARRIED

RESOLUTION 222/2020

Moved: Cr Dale Wiencke

Seconded: Cr Kenneth Smith

It was resolved that Council adopts the motions from the closed committee of Council.

CARRIED

19 MEETING CLOSE

The Meeting closed at 6:52PM.

The minutes of this meeting were confirmed at the Ordinary Council Meeting held on 19 November 2020.

.....
GENERAL MANAGER

.....
CHAIRMAN