



I hereby give notice that an Ordinary Meeting of Council will be held on:

**Date:** Thursday, 18 April 2024

**Time:** 4:00PM

**Location:** 105 Loftus Street

TEMORA NSW 2666

# **AGENDA**

## **Ordinary Council Meeting**

**18 April 2024**

**Melissa Boxall  
General Manager**



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**1 OPEN AND WELCOME**

The following Public Forum requests have been received:

- Nil

**2 ACKNOWLEDGEMENT OF COUNTRY**

**3 APOLOGIES**

**4 OPENING PRAYER**

**5 CONFIRMATION OF MINUTES**

Ordinary Council Meeting - 21 March 2024

**6 DISCLOSURES OF INTEREST**

**7 MAYORAL MINUTES**

Nil

**8 REPORTS FROM COMMITTEES**

**8.1 MINUTES OF THE TRAFFIC COMMITTEE MEETING HELD ON 22 MARCH 2024**

**File Number:** REP24/392

**Author:** Executive Assistant

**Authoriser:** General Manager

**Attachments:** 1. Minutes of the Traffic Committee Meeting held on 22 March 2024

**RECOMMENDATION**

It is recommended that the reports be received.

It is recommended that the reports and recommendations as presented be adopted.



**Date:** Friday, 22 March 2024  
**Time:** 11:03AM  
**Location:** 105 Loftus Street  
TEMORA NSW 2666

# **MINUTES**

## **Traffic Committee Meeting**

**22 March 2024**

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**MINUTES OF TEMORA SHIRE COUNCIL  
TRAFFIC COMMITTEE MEETING  
HELD AT 105 LOFTUS STREET, TEMORA NSW 2666  
ON FRIDAY, 22 MARCH 2024 AT 11:03AM**

**PRESENT:** Cr Rick Firman (Mayor) (Chair), Mr Greg Minehan, Cr Max Oliver, NSW Police Justin Falkiner, NSW Police Aaron Coddington, TfNSW Julie-anne Comer

**IN ATTENDANCE:** Road Safety Officer Thomas Walker, Engineering Works Manager Alex Dahlenburg, Cr Anthony Irvine and Cr Nigel Judd

**1 OPEN MEETING**

11:03am

**2 APOLOGIES**

Nil

**3 DISCLOSURES OF INTEREST**

Councillor/Officer	Item	Nature of Interest	How Managed
NIL			

**4 REPORTS****4.1 BACK MIMOSA ROAD SPEED ZONE REVIEW**

**File Number:** REP24/9  
**Author:** Trainee Engineer  
**Authoriser:** Engineering Asset Manager  
**Attachments:** Nil

**REPORT**

Traffic Committee and Council had previously been presented with a report on the 9<sup>th</sup> of August 2022 requesting that Council consider reducing the speed limit of Back Mimosa Road from Trigalong Creek area back to Vesper Street.

Due to the upgrade of the of Back Mimosa Road being completed and potential increased traffic, the Engineering team reached out to Transport for NSW to request for a formal speed zone review as per the previous resolution of Council.

See comments below from TfNSW:

- Development has driveway access points on Mansfield Road and Leary Place. There are no driveways on Back Mimosa Road. Traffic volume is low and road environment is rural. The road environment is consistent and fits with the requirements of a 100km/h speed zone.
- Should there be more developments with driveways on Back Mimosa Road and increased traffic, feel free to raise this in Local Traffic Committee general business for further discussion.

Based on the information received from TfNSW the 100km/h speed zone is not available to be reduced due to the lack of driveways, low traffic volume and the road environment is rural. If there is increased development and increased traffic the Councils Engineering Team will raise this issue with TfNSW for another formal speed zone review.

**COMMITTEE RESOLUTION 1/2024**

Moved: Cr Max Oliver  
Seconded: Mr Greg Minehan

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

**CARRIED**

*Report by Tyler Madden*

## 4.2 BACK ARIAH PARK ROAD SPEED ZONE REVIEW

**File Number:** REP24/13  
**Author:** Trainee Engineer  
**Authoriser:** Engineering Asset Manager  
**Attachments:** Nil

### REPORT

Council has previously been presented with a report in October 2022 requesting that Council consider another speed zone review of Back Ariah Park Road, Ariah Park. This matter was presented to Transport for NSW in the past that saw an outcome of no change to current speed zone signposting.

Since this time a new Elders Agriculture Business site has been developed with two new additional commercial driveways which are located just inside the current 50km/h zone. Based on previous concerns the Councils Engineering Team has reached out to TfNSW again for another speed zone review to push back the 100km/h zone 190 metres out (and make it 50 km/h) due to the new development of Elders Agriculture Business and bend in the road. This is in addition to previous raised safety concerns for those walking along this road due to the slight bend creating visual restrictions.

See comments below from TfNSW:

- The road environment is rural with low traffic volume. The road environment is suitable for and consistent with the current speed zone guidelines for the existing 100 km/h zone. TfNSW do not alter speed zones for private developments. Establishments must account for existing speed limits and create necessary provisions for vehicles being able to safely turn in and out of the development.
- Regarding advisory signs, council can install (at their own cost) advisory signs for the bend and/or 50km/h ahead (advisory sign) westbound 300 metres before the regulatory 50 km/h sign.

Based on the information received from TfNSW the 100km/h zone is not available to be pushed back 190m due to the road environment being rural and low traffic volumes. Although TfNSW have suggested installing an advisory signage for the bend and/or a 50km/h (advisory sign) westbound 300m to help encourage road users to reduce their speed.

There are four options:

1. No action
2. Install a curve advisory sign 100m before the bend
3. Install a 50km/h advisory sign westbound 300m before the regulatory sign
4. Install both curve advisory sign and 50km/h advisory sign

It is the recommendation of the Engineering Works Manager that Option 4 be implemented as it aligns with the advice of TfNSW and it provides the greatest opportunity available to Council to encourage road users to reduce their speed in this location.

**Budget Implications**

1. Nil
2. The cost of a curve advisory sign would be \$75 plus a further \$120 for the signs team to install.
3. The cost of a 50km/h advisory sign would be \$80-\$100 plus a further \$120 for the signs team to install.
4. The cost of a curve advisory sign and 50km/h sign would be \$155-\$175 plus a further \$240 for the signs team to install.

There is funding available in the current 2023/24 rural unsealed road maintenance budget for the preparation and installation of the signs.

**COMMITTEE RESOLUTION 2/2024**

Moved: NSW Police Justin Falkiner

Seconded: Mr Greg Minehan

The Committee resolved to recommend to Council:

1. The installation of advisory signs for the bend and 50km/h ahead (advisory sign) westbound 300 metres before the regulatory 50 km/h sign at Back Arianh Park Road, Arianh Park; and
2. That this be funded from the 2023/24 rural unsealed road maintenance budget.
3. Plane trees on Back Arianh Park Road be pruned to Assist with vision and shading.

**CARRIED**

***Report by Tyler Madden***

### 4.3 ROAD SAFETY CONCERNS AURORA STREET AND BRITANNIA STREET INTERSECTION

**File Number:** REP24/222

**Author:** Engineering Works Manager

**Authoriser:** Engineering Asset Manager

**Attachments:** 1. CRM Aurora Street - Britannia Street Intersection

#### REPORT

Council is recently in receipt of the attached correspondence after the resident had a very close call near miss incident at the intersection of Aurora Street and Britannia Street following another road user not giving way.

The request asks council to consider installing short centre medians on Britannia Street on each of the existing Give Way controlled approaches to Aurora Street like the example in their correspondence shown at the Victoria Street/Vesper Street Intersection.

In the recent road safety audit at the Crowley Street and Polaris Street intersection this type of treatment on the Crowley Street approaches was one of the recommendations to improve safety at that intersection. Thus, this type of treatment at other crossroad type intersections in urban Temora may be feasible particularly on streets that have wide open widths between kerbs and limited intersection controls other than a hold line and a give way sign erected out on the shoulder out of vehicle travel paths to prevent the signs being hit.

Similar central median treatments have been constructed to improve other intersections in Temora such as, Bundawarra Road / Loftus Street Intersection, Deutcher Street / Kitchener Road Intersection, Deutcher Street / Polaris Street Intersection, Hoskins Street at Austral Street Intersection and Vesper Street at both Victoria Street and Parkes Street intersections, to name a few.

Installation of central medians as a traffic control or calming device at crossroads, keeping in mind this is in addition to other controls such as hold line, pavement line markings.

1. Improves general intersection road safety for the road user.
2. Reduces the risk of collisions and near misses.
3. Assists in defining the controlled leg of intersections with crossroad style intersection the most dangerous style treatment to the road user of all intersection types.
4. Allows signage for Give Way or Stop controls be erected in the centre median for clarity to the road user.
5. Has minimal impact on other infrastructure assets including being easy to bitumen reseal around to maintain road assets throughout annual reseal programs.

It's suggested this request be better addressed through a program of works that delivers this treatment based on priority of intersections to treat such concerns.

A draft priority list that is subject to change and possible to deliver as a 5-year program, would be as detailed below (highest to lowest).

1. Crowley Street / Polaris Street Intersection
2. Austral Street / Aurora Street Intersection in conjunction with Austral Street / De Boos Street Intersection

3. Britannia Street / Aurora Street Intersection in conjunction with Britannia Street / De Boos Street Intersection
4. Loftus Street / Baker Street Intersection
5. Parkes Street / Baker Street Intersection

**Note:** De Boos Street Intersections with Parkes Street and Loftus Street are not included in the above list as a separate design is being undertaken looking at all road safety items in that area. Designs may result in this type of treatment also at those intersection which would be considered later.

### Budget Implications

Based on the draft priority list the budget implications would be.

Suggested Financial Year	Intersection	Cost Estimate for budget referral
2025/2026	Crowley Street / Polaris Street <i>(More complex due to pedestrian infrastructure adjoining and one side being on top of a box culvert)</i>	\$35,000
2026/2027	Austral Street / Aurora Street Austral Street / De Boos Street	\$40,000 (This is 4 - 2 at each intersection)
2027/2028	Britannia Street / Aurora Street Britannia Street / De Boos Street	\$40,000 (This is 4 - 2 at each intersection)
2028/2029	Loftus Street / Baker Street	\$35,000
2029/2030	Parkes Street / Baker Street	\$35,000
Total approximate cost as a 5-year program		\$185,000

### COMMITTEE RESOLUTION 3/2024

Moved: Mr Greg Minehan

Seconded: NSW Police Justin Falkiner

That the Committee recommend to Council referring the upgrade works to future budget estimates as detailed in the report for consideration in funding delivery, using 'c' size Give Way signage AND FURTHER

Other options to improve safety in the interim be considered relating specifically to control signage and line marking.

**CARRIED**

**Report by Alex Dahlenburg**

**From:** [REDACTED]  
**Sent:** Monday, February 26, 2024 11:39 AM  
**To:** Alex Dahlenburg <adahlenburg@temora.nsw.gov.au>  
**Subject:** Aurora Street / Britannia Street Intersection

Hi council.

We need this set up on Britannia st on approach to Aurora St but with stop signs and the stop hold solid lines. That will increase the safety of that dangerous intersection

Sent from my iPhone



#### 4.4 BURLEY GRIFFIN WAY, MARY GILMORE WAY AND DAVIDSON STREET INTERSECTION REQUESTS

**File Number:** REP24/245  
**Author:** Engineering Works Manager  
**Authoriser:** Engineering Asset Manager  
**Attachments:** Nil

##### REPORT

Council received the following three requests.

##### Request 1

A resident asked council if TfNSW has plans to improve safety at the Mary Gilmore Way/Burley Griffin Way/Davidson St intersection. This request is more if TfNSW would install intersection lighting at this location as is being installed at the main intersection into Aria Park slightly further East.

##### Request 2

At the same intersection, the Aria Park Community Engagement Committee had also raised on Wednesday 18<sup>th</sup> October, 2023 a request for “improved Signage on MR84 at Aria Park turnoff and MR398 turnoff to signal that there is a major intersection to help with sight distance and traffic speeds.”

This is mainly heading West on Burley Griffin Way approaching Davidson St and Mary Gilmore Way intersections due to the crest of the hill with trucks turning out of both those side roads at low speeds.

##### Request 3 – Advice sought

Council had further correspondence from a resident requesting the 50km/h speed zone at Aria Park be extended on Mary Gilmore Way out to Burley Griffin Way.

In the initial response to that resident the Engineering Works Manager indicated that it is unlikely due to these requirements in section 8.4.4.1 of the NSW Speed Zone Standard.

##### **8.4.4.1 Minor speed zoning extension**

In some circumstances a minor speed zoning extension is accepted without completion of a comprehensive speed zone review. The following criteria shall be met to complete a minor speed zone extension:

- The minor speed zone extension shall not result in a speed limit increase within the extended zone length. Minor speed zone extensions can include school zones.
- The land use and the roadside environment of the extended zone shall be consistent with the existing speed zone. The extended zone cannot extend past where there is a land use change such as an urban fringe environment to a high-speed rural environment.

If the extended zone exceeds 200 m, then a comprehensive speed zone review is required. The extended speed zone should not extend past where the land use changes.

A speed zone authorisation is required to alter, remove, or replace a speed zone sign in line with the *Road Transport Act 2013* section 122. This requirement also applies to minor speed zone extensions.

It was further indicated that TfNSW would possibly more likely consider an 80km/h zone encompassing the area of both main intersections on Burley Griffin Way and the end of Davidson Street as detailed on the below map. This was subject to seeking primarily advice from TfNSW to send to council.

This would also help address the safety concerns recently being raised and request for more signage at the Mary Gilmore Way, Davidson Street and Burley Griffin Way intersections due to lack of sight distance looking back to the East toward Temora when turning out of Mary Gilmore Way in a B Double fully laden (Eg. Turning across the oncoming lane). This would improve safety at both the State Road and Regional Road intersections that would become encompassed in this speed zone if change to 80km/h following consideration.



Requests 1 & 2 had been forwarded to TfNSW, in late 2023 with another request at Ariah Park in early 2024, with a response via email back to council in early 2024 from the TfNSW representative.

**After review response received:**

*I undertook an inspection of the intersections on Burley Griffin Way, Arian Park on 12 December 2023. The eastern intersection was upgraded and is now constructed with CHR for west bound and AUL for east bound. This is adequate for the road environment. Davidson Street and Burley Griffin Way is also constructed with AUL's in both directions. This is also deemed suitable for the environment.*

*So far as the speed zone request - given the application of 80km/h zones are not to be considered under a 2km length the requested review will not meet the standard. Compliance would not be achieved on Burley Griffin Way as the road environment does not represent an 80 zone.*

**Budget Implications**

Nil

**COMMITTEE RESOLUTION 4/2024**

Moved: Mr Greg Minehan

Seconded: Cr Max Oliver

That the Committee recommends to Council that TfNSW undertake a review for additional standard and advanced signage at the intersection on the westbound lane, at the cost of TfNSW as the owner of the road.

**CARRIED**

***Report by Alex Dahlenburg***

**5 CLOSE MEETING**

The Meeting closed at 11:54am.

This is the minutes of the Traffic Committee meeting held on Friday 22 March 2024.

.....

**GENERAL MANAGER**

.....

**CHAIRMAN**

**8.2 MINUTES OF THE ASSETS & OPERATIONS COMMITTEE MEETING HELD ON 9 APRIL 2024**

**File Number:** REP24/369

**Author:** Executive Assistant

**Authoriser:** General Manager

**Attachments:** 1. Minutes of the Assets & Operations Committee Meeting held on 9 April 2024

**RECOMMENDATION**

It is recommended that the reports be received.

It is recommended that the reports and recommendations as presented be adopted.



**Date:** Tuesday, 9 April 2024  
**Time:** 2:01PM  
**Location:** 105 Loftus Street  
TEMORA NSW 2666

# **MINUTES**

## **Assets & Operations Committee Meeting**

**9 April 2024**

**Order of Business**

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**MINUTES OF TEMORA SHIRE COUNCIL  
ASSETS & OPERATIONS COMMITTEE MEETING  
HELD AT 105 LOFTUS STREET, TEMORA NSW 2666  
ON TUESDAY, 9 APRIL 2024 AT 2:01PM**

**PRESENT:** Cr Rick Firman (Mayor), Cr Nigel Judd, Cr Claire McLaren, Cr Max Oliver, Cr Graham Sinclair (Deputy Mayor)(Chair), Cr Belinda Bushell(Zoom), Cr Jason Goode, Cr Anthony Irvine

**IN ATTENDANCE:** Rob Fisher (Engineering Asset Manager), Kris Dunstan (Director of Environmental Services)(arrived 2:11pm), Elizabeth Smith (Director of Administration & Finance), Melissa Boxall (General Manager), Claire Golder (Town Planner)

**1 OPEN MEETING**

2:01pm

**2 APOLOGIES**

Nil

**3 DISCLOSURES OF INTEREST**

Councillor/Officer	Item	Nature of Interest	How Managed
Cr Jason Goode	REP24/344	Non Pecuniary	Stayed in meeting
Kris Dunstan	REP24/344	Pecuniary	Left the meeting
Cr Max Oliver	REP24/353	Pecuniary	Left the meeting

**4 REPORTS****4.1 THE BUNDAWARRAH CENTRE - FEE ASSISTANCE****File Number:** REP24/342**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. The Bundawarra Centre**REPORT**

The Temora Historical Society has a Development Application before Council to extend the existing header shed to accommodate a new addition.

The Society is seeking Council's assistance with the Development Application Fees of \$614.50.

This application fee could be covered by the donations budget.

*NOTE: Donations for 2023/2024 are \$9,700.59 with a total budget of \$15,000.*

*\$5,299.41 budget remaining*

**COMMITTEE RESOLUTION 33/2024**

Moved: Cr Rick Firman

Seconded: Cr Max Oliver

That the Committee resolved to recommend to Council to provide a donation of 50% of the application fees.

**AMENDMENT**

Moved: Cr Claire McLaren

Seconded: Cr Anthony Irvine

That the Committee resolved to recommend that Council provide a donation of \$614.50 being the value of the DA Fees.

Amendment was put and carried

The Amendment became the motion

The Motion was put and carried.

**CARRIED**



**THE BUNDAWARRAH CENTRE**  
**HOME OF TEMORA'S HERITAGE COLLECTIONS**

P.O. Box 181  
TEMORA NSW 2666

Phone 0428 771 291  
E.bspeirs@temora.nsw.gov.au

Ms. Melissa Boxall,  
General Manager,  
Temora Shire Council  
105 Loftus St.,  
TEMORA NSW 2666

Dear Mel,

**Re. Request for Fee Assistance**

The Temora Historical Society presently has a Development Application before Council in anticipation of extending the existing header shed on the Bundawarra Centre site to accommodate a significant new addition to that collection.

The Society has commissioned plans for the proposed extension and anticipates meeting the full cost of both the fabrication and the installation of the building by qualified local tradespeople.

When added to the site, the value of the proposed infrastructure will transfer to Council as a permanent fixed asset and improve the exhibition space available at the Centre. With this outcome in mind, the Society respectfully requests that Council consider assisting the Society by contributing the cost of the anticipated Development Application Fees to our project [\$614.50].

Would you please place our request before Council in anticipation of their favourable consideration.

Yours faithfully,

A handwritten signature in black ink that reads "Bill Speirs". The signature is written in a cursive, slightly slanted style.

Bill Speirs  
Manager  
20<sup>th</sup> March 2024



T: 02 6980 1100  
 F: 02 6980 1138  
 PO Box 262, TEMORA NSW 2666  
 E: temshire@temora.nsw.gov.au  
 W: [www.temora.nsw.gov.au](http://www.temora.nsw.gov.au)  
 ABN: 55 048 860 109

Bank Details  
 BSB 032 763  
 Account No.: 000 187

**FEE SCHEDULE**

DA/CDC No. (Office Use Only)

Date: 19/03/2024

Receipt Code

Applicant	TSC - Bill Speirs - Temora Rural Museum - 29 Junee Road, Temora		
Development Description	Extension to existing shed		
Estimated Value of Development	20,000		
	20,000		

Indicate if your development is Complying or Notifying (i.e. DA)/Designated/Integrated

**Complying Development -**

If applicable enter a digit 1 in the boarded cell

Link: [NSW Housing Code SEPP](#)

**Development Application**

**Notify/Designated/Integrated -**

If applicable enter a digit 1 in the boarded cell

**Section 7.12 Contribution (Prev. 94A)**

**Section 68**

	0	\$	-	1
	0	\$	257.00	1
	0	\$	-	12
				1
<b>Sub Total</b>		\$	<b>257.00</b>	

**Advertising -**

If applicable enter a digit 1 in the boarded cell

Advertising Fee				1
<b>Sub Total</b>		\$	-	

**Inspections -**

If applicable enter the number of inspections required in the boarded cell

Examples of Number of Inspections as per Development Description
Carport - Footings, Stormwater & Occupation = 3
Garage - Footings, Stormwater & Occupation = 3
House on Slab - Footings, Slab, Frame, Wet Areas, Stormwater, Internal Drainage, External Drainage & Occupation = 8

Footings	1	\$	80.00	3
Slab	0	\$	-	3
Frame	0	\$	-	3
Wet Areas	0	\$	-	3
Stormwater	0	\$	-	3
Internal Drainage	0	\$	-	3
External Drainage	0	\$	-	3
Occupation Inspection	1	\$	150.00	3
<b>Sub Total</b>		\$	<b>230.00</b>	

**Drainage - (Sewer/Septic) -**

If applicable enter a digit 1 in the boarded cell

Septic Tank Installation	0	\$	-	1
Connection to Councils Sewer System	0	\$	-	1
Alteration to Septic/Sewer System	0	\$	-	1
<b>Sub Total</b>		\$	-	

Construction Certificate 1.00 \$ 127.50 1

**Government Levies**

Long Service Levy		\$	-	4
LSL Council Remittance		\$	-	1
Strategic Planning Levy		\$	-	1
SPL Council Remittance		\$	-	1
<b>Sub Total</b>		\$	<b>127.50</b>	

**TOTAL \$ 614.50**

Date:

Receipt No.:

**4.2 TEMORA RUGBY UNION CLUB - DIZEY'S DAY 2024**

**File Number:** REP24/344  
**Author:** Executive Assistant  
**Authoriser:** General Manager  
**Attachments:** 1. Dizey's Day

**REPORT**

A committee has been formed to organise a charity event for 1 June 2024 – Dizey's Day.

Dizey's Day was previously held annually for 10 years and donated funds raised to various charities.

The committee is seeking Council's support for the event by providing a block of three portable toilets at the Temora Recreation Ground.

3 x Portable Toilets	\$295.00
Delivery installation & pickup	\$295.00
Total	\$590.00

*NOTE: Donations for 2023/2024 are \$9,700.59 with a total budget of \$15,000. \$5,299.41 budget remaining.*

Kris Dunstan, Director of Environmental Services arrived at the meeting at 2.11pm.

Cr Jason Goode declared a non-pecuniary interest in relation to item REP24/344, due to being a Patron of the Rugby Union Club.

Kris Dunstan, Director of Environmental Services declared a pecuniary interest in relation to item REP24/344, due to being an Executive member of the Rugby Union Club.

Kris Dunstan, Director of Environmental Services left the meeting at 2:11pm and took no further part in the discussion.

**COMMITTEE RESOLUTION 34/2024**

Moved: Cr Rick Firman

Seconded: Cr Nigel Judd

That the Committee resolved to recommend to Council to donate 50% of the fees back to the Rugby Union Football Club.

**AMENDMENT**

Moved: Cr Anthony Irvine

Seconded: Cr Max Oliver

That the Committee resolved to recommend that Council donate 100% of the fees to the Rugby Union Football Club

The Amendment was put and carried

The Amendment became the motion

The motion was put and carried.

**CARRIED**

Kris Dunstan, Director of Environmental Services returned to the meeting at 2:14pm.

**Anne Rands**

---

**From:** tonyeliz@bigpond.com  
**Sent:** Thursday, 21 March 2024 4:16 PM  
**To:** Temora Shire Council  
**Subject:** For attention of General Manager

Temora Shire Council

General Manager Melissa Boxall

21/03/2024

Dear Ms Boxall,

In conjunction with the Temora Rugby Union Club, a committee has been formed to organise a charity event – a Ladies Day at the Rugby - on June 1<sup>st</sup> this year.

The event is a 10 year anniversary celebration of “Dizey’s Day,” named in memory of Dianne Boom, a much-loved and respected friend of many, and valued member of both Temora Rugby and the wider Temora community.

“Dizey’s Day” was previously held annually for 10 years from 2004 with over \$100,000 raised in support of various charitable causes including local charities.

Funds raised from this year’s event will be directed to AHLTA House, which provides affordable and convenient accommodation near St Vincent’s Hospital in Sydney for heart and/or lung transplant patients from rural areas.

**We are enquiring if Temora Shire Council could please consider supporting this event by way of supplying a block of three portable toilets at the Temora Recreation Ground for the event on Saturday, June 1st?**

Any support would be gratefully received.

Thank you.

Liz Grant, on behalf of the Dizey’s Day 10 year Anniversary Organising Committee.

**4.3 CUSTOMER SERVICE POLICY****File Number:** REP24/328**Author:** Director of Administration & Finance**Authoriser:** Director of Administration & Finance**Attachments:** 1. Draft - G7 Customer Service Policy**REPORT**

A recent desktop review of Council's policies and procedures identified that Council does not have a policy in relation to Customer Service. Council officers have drafted a policy which outlines mutual obligations in relation to customer contact with Council staff.

The policy sets a standard for a quality customer service experience for all parties who contact Council staff and is critical to protecting frontline staff.

The draft policy is attached to this report for consideration by the Committee prior to placing on public exhibition.

**COMMITTEE RESOLUTION 35/2024**

Moved: Cr Rick Firman

Seconded: Cr Nigel Judd

That the Committee resolved to recommend to Council to place the policy on exhibition for 28 days and if there are no submissions received, consider the policy adopted.

**CARRIED*****Report by Elizabeth Smith***

Function: Governance

Temora Shire Council

Policy Number: G7

# TEMORA SHIRE COUNCIL



TEMORA  
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## CUSTOMER SERVICE POLICY

DRAFT

Revision Number: 1  
File Name: Customer Service Policy

Page Number: 1

Revision Date: February 2025

Function: Governance

Temora Shire Council

Policy Number: G7

**Review Details**

**ABOUT THIS RELEASE**

**DOCUMENT NAME:** Customer Service Policy  
**CODE NUMBER:** G7  
**AUTHOR:** Temora Shire Council  
**ENDORSEMENT DATE:** April 2024

**REVIEW**

Revision Date	Revision Description		Date approved by Council	General Managers Endorsement
February 2024	New Policy	1		

**PLANNED REVIEW**

Planned Review Date	Revision Description		Review by
February 2025			

Revision Number: 1  
 File Name: Customer Service Policy

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Revision Date: February 2025

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## 1. Purpose

The purpose of this policy is to identify mutual obligations in relation to customer contact with Council staff.

## 2. Definitions

Council staff – Refers to all staff employed by Temora Shire Council

Organisation – Refers to Temora Shire Council

Customer – Refers to all entities, internal and external that have interaction with the organisation.

Customer Service Centres – Administration Building, Bundawarra Centre, Pinnacle Community Services Offices, Library, Temora Art Centre, Platform Y, Town Hall Theatre and Temora Recreation Centre.

## 3. Background/legislative requirements

This Policy sets a standard for a quality customer contact experience for all parties who contact Council staff and establishes a customer service standard at an organisational level and recognises that delivery of quality customer service is a core responsibility of all Council staff.

## 4. Protocols

Council is committed to the achievement of high standards across all aspects of customer contact and the ongoing review and improvement of those standards. Council staff will always, treat customers with respect, courtesy, dignity, fairness, and efficiency.

## 5. Council commitment to provide services

Council commits to:

- Formally recognising that our customers are our priority. It is important that we keep our customers informed and provide accurate and timely responses to customer requests for information or services.
- Developing a customer first culture throughout the organisation by providing staff with the tools they need to deliver excellent customer service including training and education and access to the appropriate systems, processes, and technologies.
- Ensuring equitable access to council services and information for all customers regardless of disability, ethnicity, language, or age.
- Regularly reviewing and updating the portals used for customer contact by seeking customer feedback on preferred contact methods, staying abreast of technological advancements, reviewing internal processes and procedures as necessary.
- Developing measurable service standards for customer contact to guide officers in their dealings with customers, to provide certainty for customers on when they can expect their requests to be responded to and to ensure that standards are consistently being met.

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- Upholding the provisions of the *Government Information (Public Access) Act 2009*, and the *National Privacy Act*, including maintaining confidentiality for customers in all matters in strict accordance with those statutes.
- Promoting mutually respectful and courteous interactions between customers and Council staff by applying Council's Code of Conduct to the actions of staff and by protecting, supporting, and equipping our staff to manage customers who display an unacceptable level of rudeness, profane language, or aggression towards them.
- Prompt and efficient services.
- Easy access to our services.
- Friendly, professional service.
- Accurate and consistent information.

All staff should note that Temora Shire Council has a zero-tolerance policy towards any harm, abuse or threats directed towards them. Any conduct of this kind will be dealt with under the Managing Unreasonable Conduct by Complainants Policy, and in accordance with Council's duty of care and work health and safety responsibilities.

## 6. What you can do to help us

- Treat our staff in a polite and respectful manner.
- Be honest and accurate in your dealings with Council.
- Work with us to solve problems.
- Give us feedback on the things we do.
- Respect community property.

## 7. Definition of customer service commitment

### 7.1 Face to face

- Wherever possible face to face enquiries at Council's Customer Service Centre will be dealt with on the spot.
- Where an answer cannot be provided immediately, the customer's details will be taken, and their enquiry will be referred to the appropriate area of Council for a formal response within 10 business days.
- If a formal response is required inside 10 business days (e.g. relating to a rates enquiry and the due date for payment is less than 10 business days away) every endeavour will be made to respond in the required timeframe and/or to protect the customers' rights regarding deadlines.

### 7.2 Telephone

- Council staff will answer telephone calls promptly.
- Council staff will strive to resolve telephone enquiries at the first point of contact.
- If staff cannot provide an on-the-spot answer, they will provide a contact name and telephone number and details as to when the caller can expect to be contacted regarding their enquiry.

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### 7.3 Correspondence (mail)

- Written enquiries to Council, requiring a response, will be responded to within 10 business days.
- Where a matter is complex and cannot fully be answered within 10 business days, Council staff will make contact either by telephone, mail, or email to advise that the enquiry has been received and to provide an estimated date for finalisation.

### 7.4 Internet/email

- Council will respond to email enquiries received through Council's [temshire@temora.nsw.gov.au](mailto:temshire@temora.nsw.gov.au) inbox in the same way as other correspondence, i.e. a full response within 10 business days or less, or in lieu of that, an interim response with an estimated date for finalisation.
- Where Council staff are emailed directly, and a response is required, a response will be provided within 10 business days unless the matter is more complex in which case an interim response will be provided with the full response to follow within 5 business days. If the email is highly complex requiring significant analysis, internal communication etc., the response may take longer than 5 business days and the customer will be provided an estimated timeframe.
- Communication to Council via social media is not considered a formal method of communication and other methods should be utilised.

### 7.5 Customer contact quality standards

The following standards will be applied to all customer contact:

- For face-to-face enquiries employees will have their identification displayed or readily available for observation upon request.
- For telephone enquiries employees will identify themselves by name when answering.
- Customers will at all times be treated with courtesy and respect and their enquiry will be dealt with in good faith.
- Customers will be provided with honest and accurate information and where a staff member is not able to provide a response the matter will promptly be forwarded to another employee with the appropriate expertise.
- Where Council is found to be in error, employees will take ownership of the error by acknowledging that Council has not met expectations and advising the customer of the remedial action that will be taken to redress the situation; and privacy and confidentiality will be strictly maintained in accordance with the *Local Government Act 1993*, *Government Information (Public Access) Act 2009*, *Privacy Act 1988*.

#### 7.5.1 Prompt and efficient services

We respond quickly and effectively to your service requests by:

- Having defined service standards for most occurring service situations.
- Record all works or services requests from customers into CRM for actioning and resolving with the relevant department.
- For work or services request, we will provide the CRM identification number to the Customer for future reference.
- CRM requests are actioned within Council's standard timeframe.

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Whether you phone, drop in personally, write or email us, we will strive to:

- Answer your phone calls promptly.
- Attend to face-to-face enquiries promptly.
- Acknowledge your letters and emails within 10 business days.
- Stick to agreed appointment times.
- Inform you of the best ways to access services from your Council.
- Provide "After Hours" service for requests of an urgent nature.
- Provide access to council information through our website.

#### **7.5.2 Friendly, professional services**

We provide all Council services in a friendly and professional manner by:

- Treating you politely and with respect.
- Identifying ourselves when we talk to you.
- Listening carefully to what you say.
- Treating your personal information with confidentiality.
- Being helpful and sensitive to your needs.
- Being competent in providing the information and services that Council has determined to provide to its community.
- Being friendly as well as professional.

#### **7.5.3 Accurate and consistent information**

We do our best to provide the information you need by:

- Clearly outlining our policies, systems and service standards where this information is needed.
- Giving you time to fully explain your situation and needs.
- Using plain, respectful language with a minimum of jargon, acronyms and abbreviations.
- Knowing about the services we provide or knowing where to access this information quickly.
- Not unnecessarily quoting rules and regulations or details you do not need.
- Considering the information you need, not just the question you ask.

#### **7.5.4 Consult you when developing and improving products and services**

We will seek your input in regard to the provision of services by Temora Shire Council in accordance with our Community Consultation Policy.

#### **7.5.5 Fix our mistakes willingly**

We willingly and reliably respond to complaints and errors by:

- Listening carefully to your situation and clarifying your needs.
- Apologising where we have made a mistake or caused delays.
- Informing you of the options open to yourself and Council.
- Taking ownership of any Council errors.
- Acting to fix the problems and mistakes quickly where we are able.
- Following up to ensure you know what we did.

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## 8. Complaints

We will respond to any complaints that we receive in accordance with our Complaints Management Policy.

## 9. Customer feedback

Council welcomes feedback in relation to customer service. Feedback may be provided using any of the communication methods outlined in this policy.

## 10. Customers who make unreasonable demands

Customers who make unreasonable demands include members of the public whose demands on Council staff significantly and unreasonably divert Council's resources away from other functions or create the inequitable allocation of resources to other customers. Such demands may result from the amount of information requested, the nature or scale of services sought or the number of approaches seeking information, assistance, or service.

Customers who make unreasonable demands on Council will be dealt with in accordance with Council's Managing Unreasonable Conduct by Complainants Policy.

## 11. Customers who cannot be satisfied

Customers who cannot be satisfied include members of the public and groups who do not accept that Council is unable to assist them, provide any further assistance or level of service that has been provided already and/or disagree with the action Council has taken in relation to the complaint or concern.

A customer who cannot be satisfied, and when all appropriate avenues of internal review or appeal have been exhausted and the customer continues to write, telephone, email and/or visit Council, will be dealt with in accordance with Council's Managing Unreasonable Conduct by Complainants Policy.

## 12. Customers who are rude, abusive, or aggressive

Rude, abusive, or aggressive behaviour may include rude or otherwise vulgar noises, expressions or gestures, verbal abuse of either a personal or general nature, sarcastic or offensive remarks directed personally to officers, threatening or offensive behaviour, physical violence against property or physical violence against a person.

If, in the opinion of any staff member, rude, abusive or aggressive comments or statements are made when interacting with a customer, the staff member may:

- Warn the customer that if the behaviour continues the conversation will be terminated.
- Terminate the conversation if the rude, abusive, or aggressive behaviour continues after a warning has been given.
- Call upon a manager or Police, as appropriate, if there is a perceived threat.

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The safety of staff is a priority for Council. This Customer Service Policy is a mechanism to ensure staff safety through the provision of a safe and healthy work environment.

### 13. Vexatious complaints

A person who continues to make representation by way of correspondence, telephone, email or personal representation, that has no basis in fact and/or is undertaken with frivolous or mischievous motives may be declared a vexatious complainant and will be dealt with in accordance with Council's Unreasonable Complainant Conduct Policy.

### 14. General

In all the situations referred to in this policy, adequate documentary records must be made and maintained. Where the General Manager determines to limit a customer's access to Council in any of the ways specified in this policy, the General Manager must advise the Council as soon as possible of the relevant circumstances and the action taken.

### 15. Council contact details

Admin Office: 105 Loftus Street, Temora  
Telephone: 02 6980 1100  
Postal: PO Box 262, Temora NSW 2666  
Email: [temshire@temora.nsw.gov.au](mailto:temshire@temora.nsw.gov.au)  
Website: [www.temora.nsw.gov.au](http://www.temora.nsw.gov.au)

### 16. Council Office hours

Admin Office: 8.00 am to 4.30pm  
Service NSW: 8.30am to 12.30pm  
1.30pm to 4.00 pm

### 17. After hours service

Council offers an after-hours service for urgent matters on 6980 1100. The on-call officer will take the necessary details such customer contact, location and type of emergency.

### 18. Online services

Council's website offers a wealth of information and items that may be useful to customers. The site is [www.temora.nsw.gov.au](http://www.temora.nsw.gov.au).

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**4.4 MANAGING UNREASONABLE CONDUCT BY COMPLAINANTS POLICY****File Number:** REP24/347**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. **Managing Unreasonable Conduct by Complainants Policy****REPORT**

A recent desktop review of Council's policies and procedures identified that Council does not have a policy on Managing Unreasonable Conduct by Complainants. Council officers have developed the draft Managing Unreasonable Conduct by Complainants Policy based on the model policy provided by the NSW Ombudsman.

The aim of the policy is to assist staff in managing unreasonable conduct by complainants. This policy, along with the Customer Service Policy is critical to protecting staff.

The model policy also includes sample forms, letters and checklists as appendices, which have been incorporated into Council's draft policy.

The draft policy is attached to this report for consideration by the Committee.

**COMMITTEE RESOLUTION 36/2024**

Moved: Cr Jason Goode

Seconded: Cr Rick Firman

That the Committee resolved to recommend to Council adopt the Managing Unreasonable Conduct by Complainants Policy.

**CARRIED**

*Report by Elizabeth Smith*

*Function: Governance*

*Temora Shire Council*

*Policy Number: G16*

# TEMORA SHIRE COUNCIL



TEMORA  
*The Friendly Shire*

## MANAGING UNREASONABLE CONDUCT BY COMPLAINANTS

DRAFT

*Revision Number: 1*  
*File Name: Managing unreasonable conduct by Complainants*

*Revision Date:*  
*Page Number: 1*

Function: Governance

Temora Shire Council

Policy Number: G16

**Review Details**

**ABOUT THIS RELEASE**

**DOCUMENT NAME:** Managing Unreasonable conduct by Complainants.  
**CODE NUMBER:** G16  
**AUTHOR:** Temora Shire Council  
**ENDORSEMENT DATE:** February 2024

**REVIEW**

Revision Date	Revision Description		Date approved by Council	General Managers Endorsement
February 2024	New Policy	1		

**PLANNED REVIEW**

Planned Review Date	Revision Description		Review by
April 2026			

Revision Number: 1  
 File Name: Managing unreasonable conduct by Complainants

Revision Date:  
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## 1 Introduction

### 1.1 Statement of support

Temora Shire Council is committed to being accessible and responsive to all complainants who approach our office regardless of ethnic identity, national origin, religion, linguistic background, sex, gender expression, sexual orientation, physical ability or other cultural or personal factors. At the same time, the success of our office depends on:

- our ability to do our work in the most effective and efficient ways possible
- the health, safety, and security of our staff
- our ability to allocate our resources fairly across all the complaints we receive.

When complainants behave unreasonably, their conduct can significantly affect the successful conduct of our work. Temora Shire Council will act proactively and decisively to manage any complainant conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

All Temora Shire Council staff are authorised to implement the strategies provided in this policy.

## 2 Objectives

### 2.1 Policy aims

This policy was developed to assist in the management of unreasonable conduct by complainants (UCC). It aims to help staff:

- feel confident and supported in taking action to manage UCC
- act fairly, consistently, honestly, and appropriately when responding to UCC
- understand their roles and responsibilities in relation to the management of UCC, and how this policy will be used
- understand the types of circumstances when it may be appropriate to manage UCC using one or more of the following mechanisms:
  - the strategies provided in the 'Managing unreasonable conduct by a complainant manual' (3rd edition) including the strategies to change or restrict a complainant's access to our services.
  - alternative dispute resolution strategies to deal with conflicts involving complainants and members of our organisation.

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- legal instruments such as trespass laws or other legislation to prevent a complainant from coming onto our premises, and orders to protect specific staff members from any actual or apprehended personal violence, intimidation, or stalking.
- understand the criteria we will consider before we decide to change or restrict a complainant's access to our services
- be aware of the processes that will be followed to record and report UCC incidents, and the procedures for consulting and notifying complainants about any proposed action or decision to change or restrict their access to our services
- understand the procedures for reviewing decisions made under this policy, including specific timeframes for review.

### 3 Defining unreasonable conduct by a complainant

**Unreasonable complaint** - has been assessed as being made with the intention to annoy or disrupt the processes of Council without a substantial basis.

**Unreasonable complainant conduct (UCC)** - any behaviour by a current or former complainant which, because of its nature or frequency, raises substantial health, safety, resource or equity issues for our organisation, our staff, other service users and complainants or, in the assessment of the Designated Officer, the complainant themselves.

**Complainant** - Person or organisation making the complaint.

**Complaint** – Expression of dissatisfaction made to or about us, our, services, staff, or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

#### 3.1 Unreasonable conduct by a complainant

Most complainants act reasonably and responsibly in their interactions with Council, even when they are experiencing high levels of distress, frustration, and anger about their complaint. However, despite our best efforts to help them, in a very small number of cases complainants display inappropriate and unacceptable behaviour. They can be aggressive and verbally abusive towards our staff, threaten harm and violence or bombard our offices with unnecessary and excessive phone calls and emails. They may make inappropriate demands on our time and resources or refuse to accept our decisions and recommendations in relation to their complaints. When complainants behave in these ways (and where there are no cultural factors that could reasonably explain their behaviour) we consider their conduct to be 'unreasonable'.

In short, unreasonable conduct by a complainant is any behaviour by a current or former complainant which, because of its nature or frequency raises substantial health, safety, resource or equity issues for our organisation, our staff, other service users and complainants or the complainant themselves.

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UCC can be divided into 5 categories of conduct:

- unreasonable persistence
- unreasonable demands
- unreasonable lack of cooperation
- unreasonable arguments
- unreasonable behaviours.

### **3.1.1 Unreasonable persistence**

Unreasonable persistence is continued, incessant and unrelenting conduct by a complainant that has a disproportionate and unreasonable impact on our organisation, staff, services, time, or resources. Some examples of unreasonably persistent behaviour include:

- An unwillingness or inability to accept reasonable and logical explanations, including final decisions that have been comprehensively considered and dealt with (even when it is evident the complainant does understand the information provided).
- Persistently demanding a review simply because it is available, and without arguing or presenting a case for one.
- Pursuing and exhausting all available review options, even after we have explained that a review is not warranted – and refusing to accept that we cannot or will not take further action on their complaint.
- Reframing a complaint in an effort to get it taken up again.
- Multiple and repeated phone calls, visits, letters, emails (including cc'd correspondence) after we have repeatedly asked them not to.
- Contacting different people within or outside our organisation to get a different outcome or a more sympathetic response to their complaint – this is known as internal and external 'forum shopping'.

### **3.1.2 Unreasonable demands**

Unreasonable demands are any demands expressly made by a complainant that have a disproportionate and unreasonable impact on our organisation, staff, services, time, or resources. Some examples of unreasonable demands include:

- Issuing instructions and making demands about how to handle their complaint, the priority it should be given, or the outcome to be achieved.
- Insisting on talking to a senior manager or the General Manager personally when the reasons that this is not appropriate or warranted have been carefully explained to the complainant.

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- Emotional blackmail and manipulation resulting in intimidation, harassment, shaming, seduction or portraying themselves as being victimised when this is not the case.
- Insisting on outcomes that are not possible or appropriate in the circumstances, for example asking for someone to be fired or prosecuted, or for an apology or compensation when there is no reasonable basis for this.
- Demanding services of a nature or scale that we cannot provide, even after we have explained this to them repeatedly.

### 3.1.3 Unreasonable lack of cooperation

Unreasonable lack of cooperation is when a complainant is unwilling or unable to cooperate with us, our staff, or our complaints process – resulting in a disproportionate and unreasonable use of our services, time, or resources. Some examples of unreasonable lack of cooperation include:

- Sending us a constant stream of complex or disorganised information without clearly defining the issue at hand or explaining how the material provided relates to their complaint (where the complainant is clearly capable of doing this).
- Providing little or no detail around their complaint or providing information in ‘drips and drabs’.
- Refusing to follow or accept our instructions, suggestions, or advice without a clear or justifiable reason for doing so.
- Arguing that a particular solution is the correct one in the face of valid contrary arguments and explanations.
- Unhelpful behaviour such as withholding information, acting dishonestly and misquoting others.

### 3.1.4 Unreasonable arguments

Unreasonable arguments include any arguments that are not based on any reason or logic, that are incomprehensible, false, or inflammatory, trivial, or delirious, and that disproportionately and unreasonably impact upon our organisation, staff, services, time, or resources. Arguments are unreasonable when they:

- fail to follow a logical sequence that the complainant is able to explain to staff
- are not supported by any evidence or are based on conspiracy theories.
- lead a complainant to reject all other valid and contrary arguments.
- are trivial when compared to the amount of time, resources, and attention that the complainant demands.

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- are false, inflammatory, or defamatory.

### **3.1.5 Unreasonable behaviour**

Unreasonable behaviour is conduct that is unreasonable in all circumstances (regardless of how stressed, angry, or frustrated a complainant is) because it unreasonably compromises the health, safety and security of our staff, other service users or the complainant themselves. Some examples of unreasonable behaviours include:

- acts of aggression, verbal abuse, derogatory, racist, or grossly defamatory remarks
- harassment, intimidation, or physical violence
- rude, confronting, or threatening correspondence
- threats of harm to self or third parties, threats with a weapon or threats to damage property, including bomb threats
- stalking in person or online
- emotional manipulation.

All staff should note that Temora Shire Council has a zero-tolerance policy towards any harm, abuse or threats directed towards them. Any conduct of this kind will be dealt with under this policy, and in accordance with our duty of care and work health and safety responsibilities.

## **4 Roles and responsibilities**

### **4.1 All staff**

All staff are responsible for familiarising themselves with this policy as well as the Individual Rights and Mutual Responsibilities of the Parties to a Complaint document at Appendix A. Staff are also encouraged to explain the contents of this document to all complainants, particularly those who engage in UCC or exhibit the early warning signs of UCC.

Staff are also encouraged and authorised to use the strategies and scripts provided at the NSW Ombudsman's website – see Part 2 of the Managing unreasonable conduct by a complainant Manual (3rd edition):

- Strategies and scripts for managing unreasonable persistence
- Strategies and scripts for managing unreasonable demands
- Strategies and scripts for managing unreasonable lack of cooperation
- Strategies and scripts for managing unreasonable arguments
- Strategies and scripts for managing unreasonable behaviours

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Any strategies that change or restrict a complainant's access to our services must be considered at the Executive Team level or higher as provided in this policy.

Staff are also responsible for recording and reporting all UCC incidents they experience or witness (as appropriate) to the Director of Administration & Finance within 24 hours of the incident occurring, using the Sample UCC incident form in Appendix B. A file note of the incident should also be copied into Content Manager.

#### **4.2 The General Manager & Director of Administration & Finance**

The General Manager and Director of Administration & Finance in consultation with relevant staff, have the responsibility and authority to change or restrict a complainant's access to our services in the circumstances identified in this policy. When doing so they will consider the criteria in **section 7.2** below (adapted into a checklist in **Appendix C**) and will aim to impose any service changes or restrictions in the least restrictive ways possible. Their aim when taking such actions will not be to punish the complainant, but rather to manage the impacts of their conduct.

When applying this policy, the General Manager and Director will also aim to keep at least one open line of communication with a complainant. However, we do recognise that in extreme situations all forms of contact may need to be restricted for some time to ensure the health, safety, and security of our staff or third parties.

The Director is also responsible for recording, monitoring, and reviewing all cases where this policy is applied to ensure consistency, transparency, and accountability for the application of this policy. They will manage and keep a file record of all cases where this policy is applied.

#### **4.3 Senior managers**

All senior managers are responsible for supporting staff to apply the strategies in this policy, as well as those in the manual. Senior managers are also responsible for ensuring compliance with the procedures outlined in this policy, and that all staff members are trained to deal with UCC – including on induction.

After a stressful interaction with a complainant, senior managers should provide affected staff members with the opportunity to debrief their concerns either formally or informally. Senior managers will also ensure that staff are provided with proper support and assistance including medical or police assistance, and if necessary, support through programs like the Employee Assistance Program.

Senior managers may also be responsible for arranging other forms of support for staff, such as appropriate communication or intercultural training.

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## 5 Responding to and managing UCC

### 5.1 Changing or restricting a complainant's access to our services

UCC incidents will generally be managed by limiting or adapting the ways we interact with or deliver services to complainants by restricting:

- **Who they have contact with** – limiting a complainant to a sole contact person or staff member in our organisation.
- **What they can raise with us** – restricting the subject matter of communications that we will consider and respond to.
- **When they can have contact** – limiting a complainant's contact with our organisation to a particular time, day, or length of time, or curbing the frequency of their contact with us.
- **Where they can make contact** – limiting the locations where we will conduct face-to-face interviews to secured facilities or areas of the office.
- **How they can make contact** – limiting or modifying the forms of contact that the complainant can have with us. This can include modifying or limiting face-to-face interviews, telephone, and written communications, prohibiting access to our premises, contact through a representative only, taking no further action or terminating provision of services altogether.

When using the restrictions provided in this section, we recognise that discretion will need to be used to adapt them to suit a complainant's personal circumstances such as level of competency, literacy skills, and cultural background. In this regard, we also recognise that more than one strategy may be needed in individual cases to ensure their appropriateness and efficacy.

### 5.2 Who: limiting the complainant to a sole contact point

Where a complainant tries to forum-shop within our organisation, changes their issues of complaint repeatedly, constantly reframes their complaint, or raises an excessive number of complaints, it may be appropriate to restrict their access to a single staff member (a sole contact point) who will manage their complaint(s) and interaction with our office. This may help ensure they are dealt with consistently and may minimise the incidence of misunderstandings, contradictions, and manipulation.

To avoid staff 'burnout', the sole contact officer's supervisor will provide them with regular support and guidance as needed. The Director of Administration & Finance will also review the arrangement every 6 months to ensure that the officer is managing/coping with the arrangement.

Complainants who are restricted to a sole contact person will, however, be given the contact details of one additional staff member who they can contact if their primary contact is unavailable – for example if they go on leave or are otherwise unavailable for an extended period.

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### **5.3 What: restricting the subject matter of communications that we will consider**

Where complainants repeatedly send letters, emails, or online forms that raise trivial or insignificant issues, contain inappropriate or abusive content, or relate to an issue that has already been comprehensively considered or reviewed (at least once) by our office, we may restrict the issues the complainant can raise with us. For example, we may:

- Refuse to respond to correspondence that raises an issue that has already been dealt with, that raises a trivial issue, or is not supported by evidence. The complainant will be advised that future correspondence of this kind will be read and filed without acknowledgement unless we decide that we need to pursue it further – in which case, we may do so on our ‘own motion’.
- Restrict the complainant to one complaint or issue per month. Any attempts to circumvent this restriction (for example by raising multiple complaints or issues in the one letter) may result in modifications or further restrictions being placed on their access.
- Return the correspondence to the complainant and require them to remove any inappropriate content before we agree to consider its contents. We will also keep a copy of the inappropriate correspondence for our records to help identify repeat UCC incidents.

### **5.4 When and how: limiting when and how a complainant can contact us**

If a complainant’s contact with our organisation places an unreasonable demand on our time or resources, or affects the health, safety, and security of our staff because it involves behaviour that is persistently rude, threatening, abusive or aggressive, we may limit when or how the complainant can interact with us. This may include:

- Limiting their telephone calls or face-to-face interviews to a particular time of the day or days of the week.
- Limiting the length or duration of telephone calls, written correspondence, or face-to-face interviews. For example:
  - Telephone calls may be limited to 10 minutes at a time and will be politely terminated at the end of that time period.
  - Lengthy written communications may be restricted to a maximum of 15 typed or written pages, single sided, font size 12 or it will be sent back to the complainant to be organised and summarised – This option is only appropriate in cases where the complainant is capable of summarising the information and refuses to do so.
  - Limiting face-to-face interviews to a maximum of 45 minutes.
- Limiting the frequency of their telephone calls, written correspondence, or face-to-face interviews. Depending on the nature(s) of the service(s) provided we may limit:

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- Telephone calls to 1 every 2 weeks/month.
- Written communications to 1 every 2 weeks/month.
- Face-to-face interviews to 1 every 2 weeks/month.

For irrelevant, overly lengthy, disorganised or very frequent written correspondence we may also:

- Require the complainant to clearly identify how the information or supporting materials they have sent to us relate to the central issues that we have identified in their complaint.
- Restrict the frequency with which complainants can send emails or other written communications to our office.
- Restrict a complainant to sending emails to a particular email account e.g. [temshire@temora.nsw.gov.au](mailto:temshire@temora.nsw.gov.au) or block their email access altogether and require that any further correspondence be sent through Australia Post only.

#### **‘Writing only’ restrictions**

When a complainant is restricted to ‘writing only’ they may be restricted to written communications through:

- Australia Post only
- Email only to a specific staff email or our general office email account e.g. [temshire@temora.nsw.gov.au](mailto:temshire@temora.nsw.gov.au)
- Some other relevant form of written contact, where applicable.

If a complainant’s contact is restricted to writing only, the General Manager or the Director of Administration & Finance will clearly identify the specific means that the complainant can use to contact our office (e.g., Australia Post only). If it is not appropriate for a complainant to enter our premises to hand deliver their written communication this must be communicated to them as well.

Any communications received by our office in a manner that contravenes a ‘writing only’ restriction will either be returned to the complainant or read and filed without acknowledgement.

#### **5.5 Where: limiting face-to-face interviews to secure areas**

If a complainant is violent or overtly aggressive, unreasonably disruptive, threatening or demanding or makes frequent unannounced visits to our premises, we may consider restricting our face-to-face contact with them.

These restrictions can include:

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- Restricting access to particular secured premises or areas of the office such as the reception area or a secured room or facility.
- Restricting their ability to attend our premises to specified times of the day or days of the week only – for example, when additional security is available or to times or days that are less busy.
- Allowing them to attend our office on an ‘appointment only’ basis, and only with specified staff (for these meetings, staff should enlist the support and assistance of a colleague for added safety and security.)
- Banning the complainant from attending our premises altogether and allowing some other form of contact eg ‘writing only’ or ‘telephone only’ contact.

#### **Contact through a representative only**

In cases where we cannot completely restrict our contact with a complainant and their conduct is particularly difficult to manage, we may require them to contact us through a support person or representative only. The support person may be someone nominated by the complainant, but they must be approved by the General Manager or Director of Administration & Finance.

When assessing a representative or support person’s suitability, the Director should consider factors such as their level of competency and literacy skills, demeanour and behaviour, and relationship with the complainant. If it is determined that the representative or support person may exacerbate the situation with the complainant, the complainant will be asked to nominate another person and we may assist them in this regard.

#### **5.6 Completely terminating a complainant’s access to our services**

In rare cases, and as a last resort when all other strategies have been considered, the Director of Administration & Finance and General Manager may decide that it is necessary for our organisation to completely restrict a complainant’s contact or access to our services.

A decision to have no further contact with a complainant will only be made if it appears that the complainant is unlikely to modify their conduct, or their conduct poses a significant risk for our staff or other parties because it involves one or more of the following:

- Acts of aggression, verbal or physical abuse, threats of harm, harassment, intimidation, stalking, assault.
- Damage to property while on our premises.
- Threats with a weapon or common office items that can be used to harm another person or themselves.
- Physically preventing a staff member from moving around freely either within their office or during an off-site visit – e.g., entrapping them in their home.
- Conduct that is otherwise unlawful.

In these cases, the complainant will be sent a letter notifying them that their access has been restricted as outlined in **section 7.4** below.

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A complainant's access to our services and our premises may also be restricted (directly or indirectly) using legal mechanisms like trespass laws and other legislation or legal orders to protect members of our staff from personal violence, intimidation or stalking by a complainant.

## 6 Alternative dispute resolution

### 6.1 Using alternative dispute resolution strategies to manage conflicts with complainants

If the Director of Administration & Finance and the General Manager determine that we cannot terminate our services to a complainant in a particular case or that we or our staff bear some responsibility for causing or exacerbating their conduct, they may consider using alternative dispute resolution strategies (ADRs) such as mediation and conciliation to resolve the conflict with the complainant and attempt to rebuild our relationship with them. If an ADR is considered to be an appropriate option in a particular case, it will be conducted by an independent third party to ensure transparency and impartiality.

However, we recognise that in UCC situations an ADR may not be an appropriate or effective strategy – particularly if the complainant is uncooperative or resistant to compromise. Therefore, each case will be assessed on its own facts to determine the appropriateness of this approach.

## 7 Procedure to be followed when changing or restricting a complainant's access to our services

### 7.1 Consulting with relevant staff

When the Director of Administration & Finance receives a UCC incident form from a staff member, they will contact the staff member to discuss the incident. They will discuss:

- The circumstances that gave rise to the UCC incident, including the complainant's situation, personal and cultural background, and perspective.
- The impact of the complainant's conduct on our organisation, relevant staff, our time, resources etc.
- The complainant's response to the staff member's warnings or requests to stop the unreasonable behaviour.
- What the staff member has done to manage the complainant's conduct (if applicable).
- Any suggestions made by relevant staff on ways that the situation could be managed.

### 7.2 Criteria to be considered

Following a consultation with relevant staff the General Manager or Director of Administration & Finance will search Content Manager system (Electronic document management system) for

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information about the complainant's prior conduct and history with our organisation. They will also consider the following criteria:

- Whether the conduct in question involved overt anger, aggression, violence, or assault (which is unacceptable in all circumstances).
- Whether the complainant's case has merit.
- The likelihood that the complainant will modify their unreasonable conduct if they are given a formal warning about their conduct.
- Whether changing or restricting access to our services will be effective in managing the complainant's behaviour.
- Whether changing or restricting access to our services will affect the complainant's ability to meet their obligations, such as reporting obligations.
- Whether changing or restricting access to our services will have an undue impact on the complainant's welfare, livelihood, or dependents etc.
- Whether the complainant's personal circumstances have contributed to the behaviour – For example, the complainant's cultural background may mean their communication patterns differ from those of our staff or our organisation's standards, or the complainant is a vulnerable person who is under significant stress as a result of one or more of the following:
  - homelessness
  - physical disability
  - illiteracy or other language or communication barrier
  - mental or other illness
  - personal crises
  - substance or alcohol abuse.
- Whether the complainant's response or conduct was moderately disproportionate, grossly disproportionate, or not at all disproportionate in the circumstances.
- Whether there are any statutory provisions that would limit the types of limitations that can be applied to the complainant's contact with, or access to our services.

Once these criteria have been considered, they will decide on the appropriate course of action. They may suggest formal or informal options for dealing with the complainant's conduct which may include one or more of the strategies provided in the manual and this policy.

See **Appendix C** – Sample checklist for the General Manager and Director of Administration & Finance to consider when deciding to modify or restrict a complainant's access.

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### 7.3 Providing a warning letter

Unless a complainant's conduct poses a substantial risk to the health and safety of staff or other third parties, the General Manager or Director of Administration & Finance will provide them with a written warning about their conduct in the first instance. If the complainant is unable to read the letter, it will be followed/accompanied by a telephone call, using an interpreter if necessary.

The warning letter will:

- Specify the date, time, and location of the UCC incident(s).
- Explain why the complainant's conduct/UCC incident is problematic.
- List the types of access changes and/or restrictions that may be imposed if the behaviour continues. (Note: not every possible restriction should be listed but only those that are most relevant).
- Provide clear and full reasons for the warning being given.
- Include an attachment of the organisation's ground rules and/or briefly state the standard of behaviour that is expected of the complainant. See **Appendix A** - Individual rights and mutual responsibilities of parties to a complaint.
- Provide the name and contact details of the staff member who they can contact about the letter.
- Be signed by the Director of Administration & Finance or the General Manager

See **Appendix D** – Sample warning letter.

### 7.4 Providing a notification letter

If a complainant's conduct continues after they have been given a written warning or in extreme cases of overt aggression, violence, assault, or other unlawful/unacceptable conduct, the General Manager and Director of Administration & Finance have the discretion to send a notification letter immediately restricting the complainant's access to Council services (without prior or further written warning). If the complainant is unable to read the letter (due to literacy issues, non-English speaking, etc.) the letter will be followed or accompanied by a telephone call, using an interpreter if necessary.

This notification letter will:

- Specify the date, time, and location of the UCC incident(s).
- Explain why the complainant's conduct is problematic.
- Identify the change and/or restriction that will be imposed and what it means for the

Identify the change and/or restriction that will be imposed and what it means for the complainant.

- Provide clear and full reasons for this restriction.

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- Specify the duration of the change or restriction imposed, which will not exceed 12 months.
- Indicate a time period for review.
- Provide the name and contact details of the senior officer who they can contact about the letter and/or request a review of the decision.

Be signed by the Director of Administration & Finance or the General Manager  
See **Appendix E** – Sample letter notifying complainants of a decision to change or restrict their access to our services.

### **7.5 Notifying relevant staff about access changes/restrictions**

The General Manager or Director of Administration & Finance will notify relevant staff about any decisions to change or restrict a complainant's access to our services, in particular reception and security staff in cases where a complainant is prohibited from entering Council premises.

The General Manager or Director of Administration & Finance will also update Content Manager (Electronic document storage system) with a record outlining the nature of the restriction imposed and its duration.

### **7.6 Continued monitoring/oversight responsibilities**

Once a complainant has been issued with a warning letter or notification letter General Manager or Director of Administration & Finance will review the complainant's record/restriction every 3 or 6 months on request by a staff member or following any further incidents of UCC that involve the complainant to ensure that they are complying with the restrictions/the arrangement is working.

If the Director of Administration & Finance determines that the restrictions have been ineffective in managing the complainant's conduct or are otherwise inappropriate, they may decide to either modify the restrictions, impose further restrictions, or terminate the complainant's access to our services altogether.

## **8 Appealing a decision to change or restrict access to our services**

### **8.1 Right of appeal**

People who have their access changed or restricted are entitled to one appeal of a decision to change or restrict their access to our services. This review will be undertaken by a senior staff member who was not involved in the original decision to change or restrict the complainant's access. This staff member will consider the complainant's arguments and personal circumstances, including cultural background, along with all relevant records regarding the complainant's past conduct. They will advise the complainant of the outcome of their appeal by letter, which must be signed off by the General Manager. The staff member will then refer any materials or records relating to the appeal to the Director of Administration & Finance to be kept in the appropriate file.

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If a complainant is still dissatisfied after the appeal process, they may seek an external review from an oversight agency such as the Ombudsman. The Ombudsman may accept the review (in accordance with its administrative jurisdiction) to ensure that we have acted fairly, reasonably, and consistently and have observed the principles of good administrative practice, including procedural fairness.

To lodge a review, respond to the author of the letter via their contact details asking for the matter to be reviewed. The author of the letter will refer the matter to a senior officer who was not involved in the investigation for review.

## **9 Non-compliance with a change or restriction on access to our services**

### **9.1 Recording and reporting incidents of non-compliance**

All staff members are responsible for recording and reporting incidents of non-compliance by complainants. This should be recorded in a file note in ECM system and a copy forwarded to the Director of Administration & Finance who will decide whether any action needs to be taken to modify or further restrict the complainant's access to our services.

## **10 Periodic reviews of all cases where this policy is applied**

### **10.1 Period for review**

All cases where this policy is used will be reviewed every 3 months or 6 months (depending on the nature of the service provided) and not more than 12 months after the service change or restriction was initially imposed or upheld.

### **10.2 Notifying the complainant of an upcoming review**

The Director of Administration & Finance will contact the complainant two weeks prior to the review and ask complainant/s if they would like to participate in the review process unless they determine that this invitation will provoke a negative response from the complainant (i.e., further UCC). The invitation will be given, and the review will be conducted in accordance with the complainant's access restrictions.

See **Appendix F** – Sample letter notifying a complainant of an upcoming review.

### **10.3 Criteria to be considered during a review**

When conducting a review, the Director of Administration & Finance will consider:

- Whether the complainant has had any contact with the organisation during the restriction period.

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- The complainant's conduct during the restriction period.
- Any information or arguments put forward by the complainant for review.
- Any other information that may be relevant in the circumstances.

The Director of Administration & Finance may also consult any staff members who have had contact with the complainant during the restriction period.

Sometimes a complainant may not have a reason to contact our office during their restriction period. As a result, a review decision that is based primarily on the fact that the complainant has not contacted our organisation during their restriction period may not be an accurate representation of their level of compliance/reformed behaviour. This should be taken into consideration, in relevant situations.

See **Appendix G** – Sample checklist for reviewing an access change or restriction.

#### **10.4 Notifying a complainant of the outcome of a review**

The Director of Administration & Finance will tell the complainant the outcome of their review using an appropriate method of communication, as well as a written letter explaining the outcome. The review letter will:

- Briefly explain the review process
- Identify the factors that have been considered during the review.
- Explain the decision or outcome of the review and the reasons for it.

If the outcome of the review is to maintain or modify the restriction, the review letter will also:

- Indicate the nature of the new or continued restriction.
- State the duration of the new restriction period.
- Provide the name and contact details of the Director of Administration & Finance who the complainant can contact to discuss the letter.
- Be signed by the Director of Administration & Finance or preferably the General Manager.

See **Appendix H** – Sample letter advising the complainant of the outcome of a review.

#### **10.5 Recording the outcome of a review and notifying relevant staff**

The Director of Administration & Finance is responsible for keeping a record of the outcome of the review, updating Content Manager and notifying all relevant staff of the outcome of the review including if the restriction has been withdrawn.

See **sections 4.2** and **7.5** above.

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## **11 Managing staff stress**

### **11.1 Staff reactions to stressful situations**

Dealing with demanding, abusive, aggressive, or violent complainants can be extremely stressful, distressing and even frightening for our staff. It is perfectly normal to get upset or stressed when dealing with difficult situations.

As an organisation, we have a responsibility to support staff members who experience stress as a result of situations arising at work and we will do our best to provide staff with debriefing and counselling opportunities, when needed. However, to do this we also need the help of all Temora Shire Council staff to identify stressful incidents and situations. All staff have a responsibility to tell relevant supervisors and senior managers about UCC incidents, and any other stressful incidents that they believe require management to be involved.

### **11.2 Debriefing**

Debriefing means talking things through following a difficult or stressful incident. It is an important way of dealing with stress. Many staff do this naturally with colleagues after a difficult telephone call, but staff can also debrief with a supervisor or senior manager (or as a team) following a significant incident. We encourage all staff to engage in an appropriate level of debriefing, when necessary.

Staff may also access an external professional service if required, which is available through the Employment Assistance Program (Centacare 1300 619 379).

## **12 Training and awareness**

Temora Shire Council is committed to ensuring that all staff are aware of and know how to use this policy. All staff who deal with complainants in the course of their work will also receive appropriate training and information on using this policy and on managing UCC on a regular basis and, in particular, on induction. This should include training to support culturally appropriate communication.

## **13 Policy review**

All staff are responsible for forwarding any suggestions they have in relation to this policy to the Director of Administration & Finance who along with relevant senior managers will review it biennially (every 2 years).

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## **14 Supporting documents and policies**

### **14.1 Statement of compliance**

This policy is compliant with and supported by the following documents:

- Temora Shire Council Work Health and Safety Policy
- Temora Shire Council Complaint Management Policy and Procedures
- Managing unreasonable conduct by a complainant manual (3rd edition)
- Unauthorised entry onto agency premises – applying the provisions of the Enclosed Lands Protection Act 1901 (NSW)
- Orders to address violence, threats, intimidation or stalking by complainants, if applicable.

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## Appendix A – Individual rights and mutual responsibilities of the parties to a complaint

For Temora Shire Council to ensure that all complaints are dealt with fairly, efficiently, and effectively and that work health and safety standards and duty of care obligations are adhered to, the following rights and responsibilities must be observed and respected by all of the parties to the complaint process.

Individual rights<sup>1</sup>:

Complainants have the right:

- to make a complaint and to express their opinions in ways that are reasonable, lawful, and appropriate, regardless of cultural background, national origin, sex, sexual orientation, gender expression, disability or other cultural or personal characteristics.<sup>2</sup>
- to a reasonable explanation in a wide range of languages of the organisation's complaints procedure, including details of the confidentiality, secrecy or privacy rights or obligations that may apply.
- to a fair and impartial assessment and, where appropriate, investigation of their complaint based on the merits of the case.<sup>3</sup>
- to a fair hearing.<sup>4</sup>
- to a timely response
- to be informed in at least general terms about the actions taken and outcome of their complaint.<sup>5</sup>
- to have decisions that affect them explained to them.
- to at least 1 review of the decision on the complaint.<sup>6</sup>
- to be treated with courtesy and respect
- to communicate valid concerns and views without fear of reprisal or other unreasonable response.<sup>7</sup>

<sup>1</sup> The word 'rights' is not used here in the sense of legally enforceable rights (although some are), but in the sense of guarantees of certain standards of service and behaviour that a complaint handling system should be designed to provide to each of the parties to a complaint.

<sup>2</sup> Differences of opinion are normal: people perceive things differently, feel things differently and want different things. People have a right to their own opinions, provided those opinions are expressed in acceptable terms and in appropriate forums.

<sup>3</sup> While degrees of independence will vary between complaint handlers, all should assess complaints fairly and as impartially as possible, based on a documented process and the merits of the case.

<sup>4</sup> The 'right to be heard' refers to the opportunity to put a case to the complaint handler/decision-maker. This right can be modified, curtailed or lost due to unacceptable behaviour, and is subject to the complaint handler's right to determine how a complaint will be dealt with.

<sup>5</sup> Provided this will not prejudice on-going or reasonably anticipated investigations or disciplinary/criminal proceedings.

<sup>6</sup> Such a right of review can be provided internally to the organisation, for example by a person not connected to the original decision.

<sup>7</sup> Provided the concerns are communicated in the ways set out in relevant legislation, policies and/or procedures established for the making of such complaints/allegations/disclosures/etc.

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**Staff have the right:**

- to determine whether, and if so how, a complaint will be dealt with
- to finalise matters on the basis of outcomes they consider to be satisfactory in the circumstances.<sup>8</sup>
- to expect honesty, cooperation, and reasonable assistance from complainants
- to expect honesty, cooperation and reasonable assistance from organisations and people within jurisdiction who are the subject of a complaint
- to be treated with courtesy and respect
- to a safe and healthy working environment.<sup>9</sup>
- to modify, curtail or decline service (if appropriate) in response to unacceptable behaviour by a complainant.<sup>10</sup>

**Subjects of a complaint have the right:**

- to a fair and impartial assessment and, where appropriate, investigation of the allegations made against them.
- to be treated with courtesy and respect by staff of the [name of organisation]
- to be informed (at an appropriate time) about the substance of the allegations made against them that are being investigated.<sup>11</sup>
- to be informed about the substance of any proposed adverse comment or decision
- to be given a reasonable opportunity to put their case during the course of any investigation and before any final decision is made.<sup>12</sup>
- to be told the outcome of any investigation into allegations about their conduct, including the reasons for any decision or recommendation that may be detrimental to them.
- to be protected from harassment by disgruntled complainants acting unreasonably.

**Mutual responsibilities**

**Complainants are responsible for:**

- treating staff of Temora Shire Council with dignity and respect
- clearly identifying to the best of their ability the issues of complaint or asking for help from the staff of Temora Shire Council to assist them in doing so.
- providing Temora Shire Council, to the best of their ability, with all the relevant information available to them at the time of making the complaint

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<sup>8</sup> Some complaints cannot be resolved to the complainant's satisfaction, whether due to unreasonable expectations or the particular facts and circumstances of the complaint [see also footnote 25].

<sup>9</sup> See for example WH&S laws and the common law duty of care on employers

<sup>10</sup> Unacceptable behaviour includes verbal and physical abuse, intimidation, threats, etc.

<sup>11</sup> Other than where there is an overriding public interest in curtailing the right, for example where to do so could reasonably create a serious risk to personal safety, to significant public funds, or to the integrity of an investigation into a serious issue. Any such notifications or opportunities should be given as required by law or may be timed so as not to prejudice that or any related investigation.

<sup>12</sup> Depending on the circumstances of the case and the seriousness of the possible outcomes for the person concerned, a reasonable opportunity to put their case, or to show cause, might involve a face to face discussion, a written submission, a hearing before the investigator or decision maker, or any combination of the above.

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- being honest in all communications with Temora Shire Council.
- informing Temora Shire Council of any other action they have taken in relation to their complaint.<sup>13</sup>
- cooperating to the best of their ability with the staff who are assigned to assess/investigate/resolve/determine or otherwise deal with their complaint.
- If complainants do not meet their responsibilities, Temora Shire Council may consider placing limitations or conditions on their ability to communicate with staff or access certain services.

Temora Shire Council has a zero-tolerance policy in relation to any harm, abuse or threats directed towards its staff. Any conduct of this kind may result in a refusal to take any further action on a complaint or to have further dealings with the complainant.<sup>14</sup>

Any conduct of a criminal nature will be reported to police, and in certain cases legal action may also be considered.

Staff are responsible for:

- providing reasonable assistance, including cultural and linguistic assistance, to complainants who need help to make a complaint and, where appropriate, during the complaint process
- dealing with all complaints, complainants and people or organisations the subject of complaint professionally, fairly, and impartially
- giving complainants or their advocates a reasonable opportunity to explain their complaint, subject to the circumstances of the case and the conduct of the complainant.
- giving people or organisations the subject of complaint a reasonable opportunity to put their case during the course of any investigation and before any final decision is made.<sup>15</sup>
- informing people or organisations the subject of investigation, at an appropriate time, about the substance of the allegations made against them<sup>16</sup> and the substance of any proposed adverse comment or decision that they may need to answer or address.<sup>17</sup>
- keeping complainants informed of the actions taken and the outcome of their complaints.<sup>18</sup>
- giving complainants explanations that are clear and appropriate to their circumstances, and adequately explaining the basis of any decisions that affect them.
- treating complainants (and people who are the subject of complaints) with courtesy and respect at all times and in all circumstances.
- taking all reasonable and practical steps to ensure that complainants<sup>19</sup> are not subjected to any detrimental action in reprisal for making their complaint.<sup>20</sup>

<sup>13</sup> For example, whether they have made a similar complaint to another relevant person or body or have relevant legal proceedings on foot.

<sup>14</sup> Other than in circumstances where the organisation is obliged to have an ongoing relationship with the complainant.

<sup>15</sup> See footnote 11.

<sup>16</sup> Other than where an allegation is so lacking in merit that it can be dismissed at the outset.

<sup>17</sup> See footnote 11.

<sup>18</sup> See footnote 5.

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- giving adequate warning of the consequences of unacceptable behaviour.
- If Temora Shire Council or its staff fail to comply with these responsibilities, complainants may complain to NSW Ombudsman.

Subjects of a complaint are responsible for:

- cooperating with the staff of Temora Shire Council who are assigned to handle the complaint, particularly where they are exercising a lawful power in relation to a person or body within their jurisdiction.<sup>21</sup>
- providing all relevant information in their possession to Temora Shire Council or its authorised staff when required to do so by a properly authorised direction or notice.
- being honest in all communications with Temora Shire Council and its staff
- treating the staff of the Temora Shire Council with courtesy and respect at all times and in all circumstances
- refraining from taking any detrimental action against the complainant<sup>22</sup> in reprisal for them making the complaint.<sup>23</sup>
- If subjects of a complaint fail to comply with these responsibilities, action may be taken under relevant laws or codes of conduct.

Temora Shire Council is responsible for:

- maintaining an appropriate and effective complaint handling system in place for receiving, assessing, handling, recording, and reviewing complaints
- making decisions about how all complaints will be dealt with
- ensuring that all complaints are dealt with professionally, fairly, and impartially.<sup>24</sup>
- ensuring that staff treat all parties to a complaint with courtesy and respect
- ensuring that the assessment and any inquiry into the investigation of a complaint is based on sound reasoning and logically probative information and evidence
- finalising complaints on the basis of outcomes that the organisation, or its responsible staff, consider to be satisfactory in the circumstances.<sup>25</sup>
- implementing reasonable and appropriate policies, procedures, and practices to ensure that complainants<sup>26</sup> are not subjected to any detrimental action in reprisal for making a

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<sup>19</sup> 'Complainants' include whistleblowers/people who make internal disclosures

<sup>20</sup> 'Complaints' includes disclosures made by whistleblowers/people who make internal disclosures

<sup>21</sup> This does not include any obligation to incriminate themselves in relation to criminal or disciplinary proceedings, unless otherwise provided by statute.

<sup>22</sup> See footnote 19.

<sup>23</sup> See footnote 20.

<sup>24</sup> See footnote 3.

<sup>25</sup> Once made, complaints are effectively 'owned' by the complaint handler who is entitled to decide (subject to any statutory provisions that may apply) whether, and if so how, each complaint will be dealt with, who will be the case officer/investigator/decision-maker/etc, the resources and priority given to actioning the matter, the powers that will be exercised, the methodology used, the outcome of the matter, etc. Outcomes arising out of a complaint may be considered by the complaint handler to be satisfactory whether or not the complainants, any subjects of complaint or the organisation concerned agrees with or is satisfied with that outcome.

<sup>26</sup> See footnote 19.

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complaint <sup>27</sup>, including maintaining separate complaint files and other operational files relating to the issues raised by individuals who make complaints.

- adequately considering any confidentiality, secrecy or privacy obligations or responsibilities that may arise in the handling of complaints and the conduct of investigations.
- If Temora Shire Council fails to comply with these responsibilities, complainants may complain to the NSW Ombudsman.

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<sup>27</sup> See footnote 20.

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**Appendix B –Unreasonable Conduct by Complainants incident form**

This form should only be filled out if you encounter unreasonable conduct by a complainant and consider that steps may need to be taken to change or restrict a complainant’s access to services.

Complete this form and send it electronically or by hand to Director of Administration & Finance within 24 hours of a UCC incident. They will decide on the necessary and appropriate course of action for responding to and managing the complainant’s conduct.

Date: \_\_\_\_\_ Case officer’s name: \_\_\_\_\_

Name of complainant: \_\_\_\_\_ Complainant’s case file number: \_\_\_\_\_

Details of the complainant’s conduct/incident including whether emergency services were contacted:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Why do you consider this conduct to be unreasonable?

For example – has it occurred before/repeatedly, caused significant disruptions to our organisation, has or could it raise significant health and safety issues for our staff or other persons.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What action, if any, have you taken to manage the complainant’s conduct?

For example – warning the complainant ‘verbally’ about their conduct, previous attempts to manage the behaviour etc.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What do you think should be done to effectively manage the complainant’s conduct?

Note – the final decision on the appropriate course of action will be made by the Director of Administration & Finance

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Is there any other information that might be relevant to this case? Please include information on any personal or cultural background issues that may have affected the complainant's conduct. If necessary, attach any supporting documentation.

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**Appendix C –Checklist - modify or restrict a complainant’s access.**

I have received a signed and completed incident form from the case officer(s) involved (attach copy).

I have spoken with relevant case officer(s) to obtain further information, as needed.

I have reviewed the complainant’s record and all the relevant information in it.

I have referred to and considered **section 7.2** criteria to be considered which includes an assessment of the following:

The merits of the complainants case

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The complainant’s circumstances.

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Jurisdictional issues

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Proportionality

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Organisational or case officer responsibility

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Responsiveness, including previous conduct

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\_\_\_\_\_

Case officer’s personal boundaries

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Conduct that is unreasonable in all circumstances (assault, threats of harm etc.)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Along with the case officer concerned and any other nominated senior officer/s, I have considered all reasonable options for managing the complainant’s conduct, including those that do not involve restricting their access to our services.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The complainant has been warned about their conduct in writing, and the letter has been signed by the General Manager or Director of Administration & Finance if applicable.

The complainant has been advised in writing, and by other culturally, linguistically, or personally appropriate means, of our decision to restrict their access to our organisation, and the letter has been signed by the General Manager or Director of Administration & Finance if applicable.

I have made a record of my assessment and decision about the complainant’s conduct and all relevant staff members have been notified of my decision.

An electronic alert has been created in CM that notifies any staff dealing with this complainant of the nature of the conduct that caused us to be concerned, the nature of the restriction that has been placed on their access, its duration, how they are to deal with the complainant (including who they should direct any communications from the complainant to).

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

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#### **Appendix D – Sample warning letter**

[To be signed by the General Manager or Director of Administration & Finance]

Our reference: [reference]

Contact: [case officer]

Telephone: [number]

[Date]

[Name of complainant]

[Address of complainant]

Dear [name of complainant]

#### **Your contact with Temora Shire Council**

You recently had [state the form of contact – e.g., telephone, written or face-to-face] with staff at my office on [date]. [During/In that telephone call/appointment/letter], I understand that you [explain the nature of the conduct that has caused the organisation to be concerned].

We consider this type of behaviour to be inappropriate and it must stop. If you continue to behave in this way or in any other way that my staff consider to be unreasonable, we will impose restrictions on your contact with our office. This may involve restricting your contact to [apply the relevant option(s)]:

- ‘Writing only’ – this means that we will only accept communications from you in writing, delivered by Australia Post [if online or other written communications are preferred then to explain].
- ‘Telephone contact only’ – this means that you will only be able to contact us by telephone on a specified time and day of the week.
- ‘Face-to-face contact only’ – this means that your contact will be limited to scheduled face-to-face meetings with a specified member of our staff.

Or any other restriction that we consider to be appropriate in the circumstances.

I have attached a copy of a document called [Individual rights and mutual responsibilities of the parties to a complaint] for your reference. We expect everyone who complains to this office to act in the ways described in this document.

If you have any questions about this letter, contact [provide name and phone number of Director of Administration & Finance]

Yours sincerely,  
General Manager or Director of Administration & Finance

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**Appendix E – Sample letter notifying a complainant of a decision to change or restrict their access to our services.**

[To be signed by the General Manager or Director of Administration & Finance

Our reference: [reference]

Contact: [case officer]

Telephone: [number]

[Date]

[Name of complainant]

[Address of complainant]

Dear [name of complainant]

**Decision to restrict your contact with Temora Shire Council**

It has come to my attention that you [describe the nature of the unreasonable conduct and its impact – e.g., if the complainant has been sending emails to several members of my staff on a daily basis]

I understand that my staff have previously told you that we consider this conduct to be unreasonable and unwarranted.

I also wrote to you on [date] and asked you to stop this behaviour. In that letter I advised you that if your behaviour continued, we would restrict your contact with my organisation. At the time I also attached a copy of our [Individual rights and mutual responsibilities of the parties to a complaint] which outlines your responsibilities as a complainant.

Because your behaviour has continued, I now consider it necessary to impose certain restrictions on your future contact with my organisation. I therefore give you notice that from [date], and with the exception(s) detailed below, my organisation will only accept communication from you [identify permissible form of contact, if any].

**What this means**

This means that you are only to contact our organisation using [describe the restriction in further details]. Any communications that do not comply with this restriction will be [describe what will happen – e.g., phone calls will be terminated immediately, or emails/written communications will be read and filed without acknowledgment, emails will be blocked or deleted, no interviews will be granted, etc].

[Note: the complainant should be clearly informed how they can contact the organisation and how the organisation will contact them].

**Your existing complaint (if applicable)**

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This organisation currently has [one] file open in your name. This relates to [state the subject of complaint and describe complaint]. This file is being handled by [name of officer and position title]. While you are able to contact [name of officer] [state nature of contact – e.g., by email] about this specific matter, all other contact with my organisation, including any future complaints, must be [state restriction – e.g., in writing through Australia Post] [provide contact details – e.g., address of organisation where post can be sent].

**Review of this decision**

My decision to restrict your contact with this organisation is effective immediately and will last for [3 months/6 months/12 months]. At that time, we will review your restriction and decide if it should be maintained, amended, or withdrawn.

I take these steps with the greatest reluctance, but [state reason for restriction – e.g., the equity and safety of other complainants and my staff], leaves me no alternative.

If you have any questions about this letter, you can contact [provide name and phone number of the Director of Administration & Finance].

Yours sincerely,

General Manager or Director of Administration & Finance

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#### **Appendix F –Letter notifying a complainant of an upcoming review**

[To be signed by the General Manager or Director of Administration & Finance

Our reference: [reference]

Contact: [case officer]

Telephone: [number]

[Date]

[Name of complainant]

[Address of complainant]

Dear [name of complainant]

#### **Upcoming review of the decision to restrict your contact with Temora Shire Council**

It has now been [3 months/6 months/12 months] since restrictions were [imposed/upheld] on your contact with our office. As advised in our letter dated [date], we are now reviewing our decision to ascertain whether the restrictions should be maintained, amended, or withdrawn.

We consider it important to give you an opportunity to participate in the review process, so we are therefore inviting you to [apply the relevant option(s)]:

- make submissions in writing through Australia Post [include contact person's name and address]
- schedule a face-to-face interview with [include name of staff member and provide instructions on how they should go about scheduling the appointment – e.g., calling though the reception line on xxx-xxx-xxxx]
- schedule a telephone interview with [include name of staff member and provide instructions on how they should go about scheduling the appointment – e.g., calling though the reception line on xxx-xxx-xxxx]

In your letter, you should include information that would be relevant to our review. This includes information about [...]/During the interview which will not last more than 30 minutes, we will discuss whether:

- you have complied with the current contact restrictions
- the current contact restrictions should be removed
- the current contact restrictions should be amended to better suit your personal circumstances
- the current contact restrictions should be maintained
- any other information that is relevant to our decision.

We must receive your letter by [time and date]/you should confirm your interview with [name of case officer] by [time and date]. If we do not receive it/hear from you by this date, we will

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assume that you do not wish to participate in this review and will undertake the review based on the information that we have available to us.

Once the review is completed, we will contact you again by letter notifying you of our decision.

If you have any questions about this letter, you can contact [provide name and phone number of the nominated senior manager].

Yours sincerely,

General Manager or Director of Administration & Finance

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**Appendix G –Checklist for reviewing a decision regarding an access change/restriction.**

- The complainant has been sent a letter, or if necessary has been contacted by a more culturally and linguistically appropriate means, notifying them of the review.
- The complainant will/will not participate in the review.
- the complainant has/has not scheduled a face-to-face interview
- the complainant has/has not made written submissions
- the complainant has/has not scheduled a telephone interview
- I have reviewed all the information in the Electronic Content Management System from the last 12 months [or relevant period of the restriction] about the complainant's:
- contact with the office (explain form of contact)

\_\_\_\_\_  
\_\_\_\_\_

- conduct during that contact (explain if conduct reasonable or unreasonable)

\_\_\_\_\_  
\_\_\_\_\_

- I have spoken with the case officers who have had contact with the complainant during the last 12 months about the complainant's conduct during that period.

- I have considered the arguments/statements made by the complainant, including the impact of the restrictions on them (explain complainant's position, including if their circumstances have changed etc.) Note: if the complainant is arguing that their circumstances have changed, they should be required to submit evidence to support this claim.

\_\_\_\_\_  
\_\_\_\_\_

- I have considered whether there are other more reasonable/suitable options for managing the complainant's conduct, including those that do not involve restricting their access to our services (list all that apply).

\_\_\_\_\_  
\_\_\_\_\_

- I consider that the restriction should be (explain):  maintained –e.g., because the conduct has continued or is likely to continue, is disproportionate etc.

- removed – e.g., because the complainant has complied with the restrictions etc.

- amended – e.g., because the complainant's circumstances have changed, and the current restriction is no longer appropriate

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I have discussed my decision with [other nominated senior officers]

The complainant has been advised in writing of my decision to maintain/remove/ amend the restriction and this letter has been signed by the (GM).

The ECM has been updated to reflect my decision.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

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## **Appendix H – Sample letter advising the complainant of the outcome of a review.**

[To be signed by the General Manager or Director of Administration & Finance]

Our reference: [reference]

Contact: [case officer]

Telephone: [number]

[Date]

[Name of complainant]

[Address of complainant]

Dear [name of complainant]

### **Review of your contact with Temora Shire Council**

I am writing about a review that was undertaken by my organisation on [date] concerning your contact with this office. I understand that you [participated/did not participate] in that review.

#### **Process of review**

During the review you were given an opportunity to [explain in general terms how the review was undertaken].

#### **Considerations**

After your [interview/reading your submissions], we considered the concerns and suggestions raised in your [interview/letter, etc.], particularly your concerns about [include information that would be relevant – e.g., the complainant said their circumstances had changed]. We also reviewed our records of your conduct and contact with our office over the last 12 months. Our records showed that [provide summary of relevant information – e.g. Our records show that you have continued to send emails to our office, sometimes up to 4 times a day, throughout the period of your restriction].

[apply if relevant]: These communications were in direct violation of your restriction which limited your contact with our office to [state nature restriction] [explain what the purpose of the restriction was, if appropriate, and the impact of their conduct].

[apply if relevant]: Our records show that you have complied with the restrictions that were imposed on your contact with our organisation.

#### **Decision**

[apply if relevant]: Due to [explain reasoning for the decision – e.g., the number of emails that you have sent to our organisation in the last 12 months and ....] I consider it necessary to maintain the restrictions on your contact with our office for a further 12 months, effective immediately.

[apply if relevant]: Due to [explain reasoning for the decision I consider it necessary to amend the restrictions on your access to better suit your personal circumstances [explain, including providing clear instructions on how the complainant is to contact us and how we will contact them]. The new restrictions will be effective immediately and will last for 12 months. If your circumstances change again during this period, you may [explain how the complainant can notify of the change].

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[apply if relevant]: Due to [explain reasoning for the decision] I consider it appropriate to remove the restrictions that have been placed on your access with our organisation, effective immediately. You may contact our organisation using any of our normal servicing options. If you have any questions about this letter, you can contact [provide name and phone number of the Director of Administration & Finance].

Yours sincerely

General Manager or Director of Administration & Finance

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**4.5 HOUSING SUPPORT PROGRAM - GRANT APPLICATION**

**File Number:** REP24/353  
**Author:** Town Planner  
**Authoriser:** Director of Environmental Services  
**Attachments:** Nil

**REPORT**

Council officers have been made aware of a grant opportunity through the Federal Government, known as the Housing Support Program.

The first stream of the project focuses on assisting state, territory and local governments on improving planning capacity. In particular, one of the focus areas is to deliver master planning to support increasing housing in well-located areas.

The second stream of the program, which will open later in the year, will focus on the delivery of funding for enabling infrastructure projects.

Council officers are of the view that the Stream One of program is suitable to support the delivery of the Bundawarra Estate Master Plan project, which has previously been outlined to Council and has been supported for consideration as part of the budget estimates process. The grant program allows Council to seek funding for up to 100% of estimated project costs.

Applications close on 29 April 2024.

Projects must be completed by 30 June 2025.

Council officers are seeking the support of the Committee to apply for this grant.

Cr Max Oliver declared a pecuniary interest in relation to item REP24/353, due to being a landowner on Bundawarra Road.

Cr Max Oliver left the meeting at 2:25pm and took no further part in the discussion.

**COMMITTEE RESOLUTION 37/2024**

Moved: Cr Jason Goode

Seconded: Cr Nigel Judd

That the Committee resolved to recommend that Council seek funding for the delivery of the Bundawarra Estate Master Plan under the Housing Support Program.

**CARRIED**

Cr Max Oliver returned to the meeting at 2:29pm.

**Report by Claire Golder**

**5 CONFIDENTIAL REPORTS****COMMITTEE RESOLUTION 38/2024**

Moved: Cr Rick Firman

Seconded: Cr Jason Goode

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 2:29pm:

**5.1 Temora Airfield Caravan Park - Request for lease variation**

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 39/2024**

Moved: Cr Rick Firman

Seconded: Cr Jason Goode

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

**CARRIED**

**6 CLOSE MEETING**

The Meeting closed at 2:46pm.

This is the minutes of the Assets & Operations Committee meeting held on Tuesday 9 April 2024.

.....

**GENERAL MANAGER**

.....

**CHAIRMAN**

**9 DELEGATES REPORTS**

**10 MAYORAL REPORT****10.1 MAYORS REPORT - MARCH 2024**

**File Number:** REP24/331  
**Author:** Executive Assistant  
**Authoriser:** General Manager  
**Attachments:** Nil

**REPORT**

**2<sup>nd</sup> March** – I had a meeting with the REROC Treasurer, Mr Tony Donoghue (General Manager of Coolamon Shire).

- I had a meeting with the Chairman of NSW Country Mayors Association, Mayor Jamie Chaffey.

**3<sup>rd</sup> March** – I chaired the Annual General Meeting of St Paul’s Anglican Church Parish Council. I was also pleased to have been re-elected as a Parish Councillor.

**4<sup>th</sup> March** – I chaired a meeting of the Temora Local Health Advisory Council.

- The Manager of Temora & District Hospital (Mrs Wendy Skidmore), Mr Trevor Player (Temora Local Health Advisory Council – Secretary) and I appeared before a Special Commission of Inquiry into NSW Rural & Regional Healthcare Funding. This was indeed a privilege for us, and we shared our reflections on this NSW Government funded inquiry.
- I had a meeting with the Chief Executive Officer of Frank Whiddon Masonic Homes, Mr Chris Mamarelis. This is in relation to funding opportunities for a new Greenstone Lodge.

**6<sup>th</sup> March** – Cr Claire McLaren, the General Manager (Ms M K Boxall), Director of Administration & Finance (Mrs E L Smith) and I attended a meeting with former Councillors of Temora Shire (Messrs A G Gallagher & B N Fritsch). This was in their capacities as Board members of Dr Parry Memorial Homes Board. State Member for Cootamundra – Ms S A Cooke MP also attended to discuss the Apollo Place housing project.

- I had a meeting with Mr Andrew Cotterill (NBN Executive Manager – Community Engagement).

**7<sup>th</sup> March** – The Deputy Mayor (Cr G P Sinclair), General Manager (Ms M K Boxall) & I conducted our annual ‘Walk & Talk Tour’ around Temora CBD. We learned a great deal and a report will be furnished to Council when we complete the southern end of Hoskins Street and the Industrial Estate. Council finds this a most important part of us reaching out to the business sector.

**9<sup>th</sup> March** – The Deputy Mayor (Cr Sinclair), several Councillors, General Manager (Ms Boxall) and I attended the Bundawarra Centre opening of the new walkway. State Member for Cootamundra, Ms Steph Cooke MP carried out the honours.

We also attended the 51<sup>st</sup> annual Live Exhibition, which was most enjoyable. A plaque acknowledging the exceptional service of former Bland/Temora Rural Fire Service Superintendent, Mr Steve Holden AFSM, was also presented.

- I reflected on Temora Shire community electing me as a Councillor on this day, 20 years ago. I continue to consider it an enormous privilege to be a Councillor and Mayor of our much-loved Temora Shire.

**11<sup>th</sup> March** – I attended Council Chambers.

- I attended a sitting of the NSW Local Government Boundaries Commission. We discussed the Iner West Council de-merger final report and commenced on our work with the Snowy Valleys Council de-merger proposal.
- Cr N A Judd OAM and I attended a meeting with Engineering Works Manager, Mr A J Dahlenburg.
- I chaired a meeting of the Temora & District Sports Council Executive.
- I had teleconferences with Mayor Jamie Chaffey (NSW Country Mayors Association) and Mrs Julie Briggs (CEO of REROC).

**12<sup>th</sup> March** – Councillors, Senior Staff and I attended our Committee Day.

- I had a meeting with Temora Christian Leaders Group.

**13<sup>th</sup> March** – I chaired the first meeting of the 2024 St Paul’s Anglican Church Parish Council. I stood down as Chairman, after two years in role. The Rev’d Nathan Manwaring is in the role, and I was elected as the Parish Council Secretary.

**15<sup>th</sup> March** – I was invited as a Mentor for the tremendously positive programme – DRUMBEAT, held at the Temora Public School. This is a programme under the Temora Community Centre’s Youth portfolio. It enhances confidence for young boys. I warmly commend Youth Officer for the Centre (Mrs Anne Macauley), Mrs Erin Pike from the Temora Public School and all involved with ensuring the success of this important initiative.

**16<sup>th</sup> March** – I was invited to officially open the ‘Bectric Rocks’ Concert, held at the Bectric Hall. My mother (Mrs Beth Firman) joined me for what was a fantastic occasion. The crowd was the best ever, and the local artists who performed were simply outstanding. We sure are blessed here in Temora Shire!

**18<sup>th</sup> March** – I had teleconferences with Australian Local Government Association (ALGA) President, Cr Linda Scott & NSW Country Mayors Association (CMA) Chairman, Mayor Jamie Chaffey.

**19<sup>th</sup> March** – I attended Council Chambers.

**20<sup>th</sup> March** – I had a meeting with NSW CMA Chairman, Mayor Jamie Chaffey.

- I attended a meeting with the General Manager (Mrs Boxall) and Mr John Morton (President – Temora Rugby League Football Club).
- Councillors, Senior Staff and I attended a meeting with UGL (firm who now manages the rail network).
- I chaired a meeting of the Debutante of the Year Ball Committee. The Ball, a fundraiser for the Temora & District Education Fund, will be held on Friday 5<sup>th</sup> July at the Temora Memorial Town Hall. Debutantes and their partners from the Anglican Ball (Ariah Park), Catholic Ball (Temora) and Anglican Ball (Temora) will be invited to be part of this extra special evening.

**21<sup>st</sup> March** – Councillors, Senior Staff and I attended the formal, monthly Council meeting.

**22<sup>nd</sup> March** – I chaired a meeting of the Temora Shire Traffic Committee.

- I had a teleconference with LGNSW President – Cr Darriea Turley AM.

**25<sup>th</sup> March** – I had a teleconference with Mayor David McCann OAM (Coolamon Shire).

**26<sup>th</sup> March** – I was among those invited to attend a meeting of the Temora Girl Guides. This was for our community to try and assist the Group to consider fund raising opportunities.

- I had a teleconference with the Chief Executive of REROC – Mrs Julie Briggs.
- I chaired a meeting of the Temora Zone Red Shield Appeal Committee. Aux Lt Caleb Smith, our Area Captains and I are working hard to ensure we give ourselves the best chance to have a successful RSA. Our target figure for 2024 is \$12,000.

**27<sup>th</sup> March** – I had the honour to officially open the 2024 Take Charge Youth Leadership Forum, held at the Range in Wagga. This tremendous event is conducted by REROC and enhances the skills of our up-and-coming young leaders.

- Councillors, Senior Staff and I joined with neighbouring farmers for the re-opening of the Tara-Bectric Road. The official opening was carried out by Ms Steph Cooke MP (NSW Member for Cootamundra).
- I had a meeting with our State MP, Ms S A Cooke.

**28<sup>th</sup> March** – I attended the Council Chambers.

- I chaired an Informal meeting of the General Manager’s Performance Review Panel. Panel Members in attendance included Deputy Mayor (Cr Sinclair), Cr Judd, Cr Oliver and Cr McLaren. Given the General Manager (Ms Boxall) has only commenced with us from 10<sup>th</sup> July 2023 – and this being her first appointment as a GM – the Panel believe she is doing very well.

**29<sup>th</sup> March** – Like many others, I also attended Good Friday Services. My mother, sister and I attended St Paul’s Anglican Church, Temora. It’s most important we give thanks for all those who have made sacrifices for us.

**31<sup>st</sup> March** – Like countless others, my sister and I also attended Easter Sunday Services. We attended St Paul’s Anglican Church, Temora.

## **RECOMMENDATION**

It is recommended that the Mayoral report be noted.

***Report by Mayor Rick Firman***

**11 STAFF REPORTS**

**12 GENERAL MANAGER****12.1 CALENDAR OF EVENTS - APRIL 2024**

**File Number:** REP24/367  
**Author:** Executive Assistant  
**Authoriser:** General Manager  
**Attachments:** Nil

**APRIL 2024**

8/9 Country Mayors - Forbes  
9 Committee Meetings  
18 Council Meeting  
19 REROC – Wagga 9:00am  
22 Mayor’s Anzac Reception – 6:00pm – 7:30pm  
25 Anzac Day

**MAY 2024**

7 Committee Meetings  
9 Rural and Regional Summit, LGNSW  
10 Country Mayors – Sydney  
16 Council Meeting  
24 Volunteers Mayors Reception – Foyer Town Hall 6:00pm

**JUNE 2024**

11 Committee Meetings  
13/14 Country Mayors - Kempsey  
20 Council Meeting  
28 REROC – Wagga 9:00am

**RECOMMENDATION**

It is recommended that the Calendar of Events be noted.

**12.2 SEALS - APRIL 2024**

**File Number:** REP24/366  
**Author:** Executive Assistant  
**Authoriser:** General Manager  
**Attachments:** Nil

**REPORT**

The Council Seal is required to be affixed to the below documents:

- Contract for sale of land DP 1278959 Lot 1 – Burley Griffin Way, Arian Park
- Contract for sale of land DP 1278959 Lot 2 – Burley Griffin Way, Arian Park
- Licence Agreement – Temora Agricultural Innovation Centre Workshed 3, Lab 1 and Lab 2

**RECOMMENDATION**

It is recommended that Council endorse the Seal being affixed to the above documents.

***Report by Melissa Boxall***

**12.3 OPERATIONAL PLAN - QUARTER 3 REVIEW 2023/2024****File Number:** REP24/368**Author:** Director of Administration & Finance**Authoriser:** Director of Administration & Finance**Attachments:** 1. Operational Plan Quarterly Review Q3 [↓](#) **REPORT**

Attached is the Operational Plan Review for Quarter 3 of 2023/2024

**RECOMMENDATION**

It is recommended that the Operational Plan Quarter 3 Review 2023/2024 be noted.

*Report by Melissa Boxall*



**TEMORA SHIRE COUNCIL  
OPERATIONAL PLAN  
QUARTER 3  
2023/2024  
REVIEW**

### Administration

Key Functions - Administration Services, Human Resources, Information Technology, Records Management, Financial Services  
Policy Direction

- To manage all records in accordance with the State Records Act
- Commitment to e-commerce strategies
- Support a larger share of taxation revenue for Local Government
- Ensure Council's investment portfolio is properly managed to obtain highest possible secure interest yield within allowable form of investments

**To provide efficient and effective secretarial/clerical, reception, information technology, and financial support services for Council to internal and external customers, which meet the needs of the customer.**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Develop Records Management policies and procedures	Policy and procedures developed	Administration and Finance Manager	Progressing	▲	70%	Records Management Policy and Records Management Policy for Councilor's have been prepared awaiting review.
Develop, review and test IT internal systems and administration policies, procedures and documentation.	Test completed	Administration and Finance Manager	Progressing	▲	75%	ICT Strategy has been reviewed by Manex with feedback sent to Veritech for inclusion. Privacy Management Policy, Customer Service Policy & Payment of Fees and Expenses Policy have been prepared.
	Develop or review and test 4 policies or procedures annually					
Introduce actions that address issues raised in the Human Resources functional review	Develop HR strategy to address issues identified in HR review	Payroll/Human Resources Officer	Progressing	▲	20%	Workplace Respect - Getting it right training was rolled out to all Pinnacle Community Services Staff in late 2023. Further review will be undertaken once the People and Culture Manager commences with Council.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
	Implement prioritised action from HR Review					
Special Rate Variation - Assess and make application for SRV for 2024/25	Review LTFP and note changes required for report to Council	Director of Administration and Finance	Referred to the Next Financial Year		0%	No progress on this item for this quarter.
	Review IPR Documents and note changes required					

**Airport**

Key Function - Temora Aerodrome Policy Direction

- Compliance with all CASA requirements to maintain registration
- Maintain sufficient land stock for future development of the Temora Aerodrome
- Lobby for the development of a Multipurpose Facility at the Aerodrome to meet the needs of user groups

**To develop and market the airport as a premier tourist attraction and first rate facility for recreational aviation enthusiasts, plus promote both the commercial and residential aerodrome development in order to attract business and residents to Temora**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Seek opportunities for the attraction of aviation business to Temora Airpark	Attraction of business to the Aerodrome precinct	Economic Development Manager	Progressing		75%	- Officers met with two aviation businesses regarding establishing in Temora Airpark Estate
Review the actions detailed in the Aerodrome Master Plan and Aerodrome security audit	Plan implemented	Engineering Assets Manager	Progressing		75%	Presented Aerodrome Master Plan update to the September Aerodrome Users Committee.
Support activities that attract appropriate recreational aviation users of Temora Airport	Conduct of events at Temora Aerodrome	Economic Development Manager	Completed		75%	Ongoing
Hold regular meetings of the Aerodrome Committee	Meeting frequency	Engineering Assets Manager	Progressing		75%	Meeting held in March 2024

### Aged & Special Needs Care

Key Functions - Aged Care, Home & Community Services (HACC), Persons with Disabilities, Senior Citizens Policy Direction

- Support existing providers of aged care services in the development and retention of facilities and services
- Undertake regular and comprehensive consultation to ensure that the current and future needs of senior residents are met • Continue to seek funding for programs that improve the options available for frail aged and disabled

**To provide frail, older people and young people with disabilities and the carers of these people with a range of basic services to enable them to live comfortably in their own homes and avoid inappropriate or premature institutionalization, and: • To provide an environment for our senior citizens that is safe, well serviced and meets the expectations of residents**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Attendance and participation in Interagency Meetings by relevant staff including Pinnacle, Youth and Community Services	Attendance at meetings and referral of minutes to GM	Economic & Community Development Officer	Progressing	▲	75%	Council officer attended the Interagency meeting held in February 2024.
Pinnacle Community Services - Maintain Aged Care Provider approval	Meet all standards in Aged Care Quality Standard Audit	PCS - Manager	Progressing	▲	15%	Initial contact has been made via email from Department of Health to collect and confirm aged care service types and client numbers. Email indicated that an audit would likely be conducted within 3-6 months. No date has been set for the audit, however preparation work has commenced with reviewing policies and procedures.
Pinnacle House - shed upgrade to enable increased community	Completion of plans and quotes for upgrades	PCS - Manager	Progressing	▲	10%	Nil further progress. Design plans completed by draftsman. Plans had been sent to local builders for quotes to enable applying for suitable grants. Not progressed further at this stage due to no quotes being

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
inclusion for Pinnacle day program groups	Application for grant funding					received. Priority for follow up quotes deferred until early 2024 due to time constraints.
Disability Services - Provide disability awareness training to staff, new and current, as well as Councillors	Investigate training providers	Payroll/Human Resources Officer	Progressing	▲	10%	To investigate training providers for training to be delivered in early 2024.
Provide donation equivalent to 25% of General rate to the following: • Ariah Park Senior Housing, • Ariah Park CWA	Donation made	Administration and Finance Manager	Not Progressing	●	0%	No applications received from Ariah Park Senior Housing and Ariah Park CWA to process donation.
Pinnacle Community Services - Maintain NDIS registration	Meet requirements of full onsite audit	PCS - Manager	Progressing	▲	75%	Stage 1 NDIS audit findings - 4 minor non-conformances noted in the report which was to be expected due to the lack of evidence we were able to upload within the timeframe.  As per the report, at the Stage 2 on-site audit they will be seeking further evidence against these 4 areas of compliance. We are confident we will be able to meet the requirements.  Our Stage 2 audit will be for 2 days, 20th & 21st May 2024.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Pinnacle Community Services - Hold an acknowledgement function for Carers annually	Hold Carers Function in Carers Week	PCS - Manager	Completed		100%	Carer's morning tea held for Friday 20th October 2023 at Lake Centenary. \$300 grant received from Carer's NSW. Activities at the event included guest speaker from Carer Gateway and each carer received a handmade pamper bundle with donated goods from supportive local businesses in acknowledgement of their dedication to their loved one/s they care for.
Disability Services - Maintain a Temora Shire Disability Inclusion Action Plan	Report to Council	Economic & Community Development Officer	Completed		100%	An updated Temora Shire Disability Inclusion Action Plan (DIAP) has been completed and reported to NSW FACS Disability & Inclusion Planning and to LGNSW Social & Community Team. An easy read version of the DIAP has also been published on Council's website.
Aged Care Services -Conduct a positive ageing expo/ information session - Biennial event next due 2024/25	Event held	Economic & Community Development Officer	Completed		100%	Council resolved this event will be held biennially. Next event to be held in financial year 2024/25. Officers promoted local Seniors activities during National Seniors Week.
Aged Care Services - Advocate for additional funding for Whiddon Homes in their efforts to redevelop Greenstone Lodge	Formal advocacy to government	General Manager	Progressing		50%	Ongoing advocacy provided.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Support developments that increase the volume of affordable, senior and disability accommodation	Support Dr Parry Homes proposal to develop Apollo Place	Economic Development Manager	Progressing		75%	Apollo Place - Council officers maintained communication with Dr Parry Homes regarding the affordable seniors housing project. Project is in initial design phase.
Access & Equity - Review access to public buildings and businesses in conjunction with TBEG and Access and Equity Committee	Review by Access and Equity Committee and approach to business regarding assistance	Director of Environmental Services	Completed		75%	Town Hall Entrance ramp under investigation. Others considered/addressed as issues raised.

### Commercial Services

Key Functions - Caravan Parks, Land Stocks, Sale Yards, TAIC

Policy Direction: • Develop the existing caravan parks to a level where commercial interest would find the facilities attractive to lease or buy • Retention of caravan park facilities in Ariaah Park and Temora

**To provide Commercial Facilities that supports the economic development of Temora Shire at minimum cost to council.**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Provide ongoing support for TAIC as detailed in the adopted licencing agreement	Budget provided in accordance with the lease agreement	Director of Administration and Finance	Progressing		75%	This is an ongoing item.
	Conduct meetings of the Management Committee					
Review the promotion of the TAIC in conjunction with Farmlink	Support engagement/promotional events in accordance with the terms of TAIC Community Engagement Strategy (CES)	Director of Administration and Finance	Progressing		75%	This is ongoing, in line with the TAIC Engagement Strategy.
Caravan Park - Installation of solar panels		Director of Environmental Services	Completed		100%	Tenders Complete. Project awarded to Rands Electrical/Wood Solar. Works Completed
Caravan Park - Install 6 concrete aprons on site		Director of Environmental Services	Completed		100%	Work Completed

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Caravan Park - Miscellaneous upgrade (clothesline, map replace, tile repair, dump point signage)		Director of Environmental Services	Completed		100%	Some minor repairs completed. Ongoing. Clotheslines replaced, tiles repaired. Proposal to erect Dump Point in the 2024/25 FY - Signage no longer required.

## Communications

Key Function - Narraburra News, Social Media, Websites

To provide Communications to all stakeholders to ensure that the community are well informed.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Volunteers - Acknowledge volunteers and promote volunteering opportunities through Narraburra News and digital media	<p>Monthly articles in Narraburra News</p> <p>Promotion of events</p> <p>Volunteer Engagement Plan developed</p>	Communications Officer	Progressing	▲	75%	<p>Economic Development Officer influenced Jobs Riverina Murray employment portal to add job type category for volunteers.</p> <p>Drove Pinnacles need for volunteers through Narraburra News July and November 2023 editions.</p> <p>Volunteer distribution list set up on marketing platform, to promote free courses for volunteers.</p> <p>Country Change February campaign promoted volunteer opportunities through webinar, article, and video.</p> <p>Lions Club recycling efforts for National Recycling week were recognised in Narraburra News, and on socials.</p> <p>Their Australia Day 2023 Committee of the Year award was posted to Council's socials.</p> <p>Recognise Clean Up Australia Day volunteers on socials.</p> <p>Promoted Member for Cootamundra's applications for Seniors Volunteer Awards (for Seniors Week) and 2024 Volunteer of the Year Awards.</p> <p>Scheduled Minute with the Mayor with SES to promote volunteering for WOW Day in May 2024.</p>
Maintain the currency of the Direct Me guide	Ongoing update of document	Communications Officer	Progressing	▲	70%	<p>Direct Me brochure updated September 2023. Published on <a href="http://temora.nsw.gov.au">temora.nsw.gov.au</a> website and 100 copies printed.</p> <p>Copies distributed to and available at Temora Hospital Open Day, Temora Shire Council, Temora Visitor Information Centre, Temora Library, and local businesses.</p> <p>Next review due April 2024, to be distributed at Country Change Expo.</p>

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Adopt and implement a Diversity Inclusion Action Plan	Adoption of plan by Council	Communications Officer	Progressing		10%	Initial work commenced January 2024. To be complete in Q4.
Hold an annual meeting with rural ratepayers in rural localities on a rotational basis to discuss locality issues in conjunction with the local Councillor	Arrange meeting	General Manager	Completed		100%	This actions has been completed. A rural ratepayers meeting was held at the Temora Golf Club in August attracting residents from Springdale, Combaning and Sebastapol. Key areas of discussion were rural roads, weed management and communication with Council regarding lodging customer requests.
Undertake a Walk and Talk Tour of Temora for Councillors and support the Coffee with a Councillor Program	Tour undertaken Conduct of Coffee with a Councillor events	General Manager	Completed		100%	A Walk and Talk tour was held in March with the Mayor, Deputy Mayor and General Manager. The finalisation of visits to remaining businesses in Hoskins Street will occur in April.
Promote the achievements of Temora Shire residents through the 'Home grown heroes' program	Program developed & published	Communications Officer	Completed		10%	No activities undertaken in 2023 due to change in Communications Officer. Due to commence Q4.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Digital Media - Implement and maintain a grant subscription service for Council and residents	Grant Guru service available to residents	Economic Development Manager	Completed		100%	- Grant Guru subscription renewed. - Grant opportunities promoted via social media and directly to relevant community groups and businesses.
Digital Media - Regularly publish a mailer and social media posts for job vacancies in Temora Shire	Publication of job mailer	Communications Officer	Completed		75%	Emails and social posts were distributed monthly promoting job vacancies in Temora Shire.

### Community Services

Key Functions - Child Care, Cultural Services, Education, Library Services, Town Hall Theatre, Town Hall

Policy Direction • Continuation of a Government funded childcare service through the Bland/Temora Family Day Care Scheme • Continued employment of a Community Services Officer • Support for Imagine Temora and membership of Eastern Riverina Arts (ERA) • Maximise the opportunity for cultural exchange with sister cities • Develop opportunities for relationship with Charles Sturt University (CSU) • Upgrade of the town hall facilities to meet the needs of a modern day conference/ entertainment venue

**To provide Community Services to Temora Shire residents that meet needs in terms of community, cultural and education for the targeted demographic**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Temora Arts Centre - Implement the Plan of Management for Temora Arts Centre and minimise financial impact on Council budget	Implementing priority actions in Plan of Management	Arts Centre Manager	Progressing		75%	Work continues on the implementation of the Temora Arts Centre Plan of Management with a review of the progress of the Plan underway. It is anticipated that a report will be presented to Council early in the new financial year.
	Review the contents of the Plan of Management					
Arts and Culture - Explore options for youth to utilise Temora Arts Centre including use by schools	Liaise with Temora Arts Centre Manager to determine opportunities and report back to Youth Committee	Youth Development Officer	Progressing		75%	Youth Development Officer liaised with Arts Centre Manager to include a ceramics workshop at the Temora Arts Centre, as part of the Summer School Holiday grant application with Office for Regional Youth. A cartooning workshop was held over three weeks at the Arts Centre, included in the Platform Y suite of Term 1 programs. This has resulted in a group of approximately 8 young people joining TADVAC to participate in a weekly art program.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Arts and Culture - Explore options for seniors to utilise Temora Arts Centre	Increased usage by Seniors	Arts Centre Manager	Completed		85%	The third quarter has seen an uptake in memberships across TaDVAC as well as Yoga and Pottery. Plus the introduction of programs like AusLan, Creative writing and keyboard lessons through U3A has also increased our visitation.
Arts and Culture - Maintain membership of Eastern Riverina Arts and attend meetings	Retention of membership	Arts Centre Manager	Progressing		75%	Membership maintained. Art Centre Manager attends meetings. regularly share ERA's arts and cultural updates on our community Facebook page to keep residents informed and engaged. Recent Grant writing event held in November with ERA was a success with Local Writers club receiving grant funding for project. Connections with ERA has also led to a donation of chairs suitable for art studio work at the Arts Centre.
Arts and Culture - Conduct Temora Shire Council Art Prize	Temora Arts Prize held	Arts Centre Manager	Completed		100%	This year's Temora Shire Council Art Prize at the Bundawarrah Centre was a success, displaying a wide range of artistic talents. Key to this success were the efforts of the Arts Centre Manager and over \$4,200 in sponsorships, which not only provided a platform for artists but also significantly boosted Temora's local arts scene.
Arts and Culture - Develop exhibitions and arts events in conjunction with the Temora Arts Centre Advisory Committee	Identify and hold exhibitions	Arts Centre Manager	Completed		75%	Pottery at the arts Centre has become a main feature on top of TaDVACs regular art day. TaDVAC has started a youth program on Tuesdays. U3A has begun using the facility for Creative writing, auslan, and keyboard lessons. Chair Yoga continues to be popular. Plus, there are a series of private classes held throughout the week amounting to 100-150 visitations per week.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Arts & Culture - Conduct Creative Lifestyles Expo (subject to external funding)	Conduct Creative Lifestyle	Economic & Community Development Officer	Grant Not Available		75%	Grants currently not available to run this expo.
Imagine Temora - Provide a budget to support the Events Donation Policy for Council Committees	Budget provided	Arts Centre Manager	Progressing		75%	The 'Imagine Temora' initiative, while supported by a dedicated budget, currently has unspent funds. Clarification and strategic planning are underway in monthly meetings to ensure effective use of these resources for community, cultural, and educational benefits. Expansion of Imagine Temora has begun to utilize this budget more efficiently.
Arts and Culture - Undertake Drench Festival & Embrace Multicultural Festival	Conduct of events	Economic & Community Development Officer	Completed		100%	Officers successfully planned and delivered the 2024 Drench Festival during the month of March, with 21 events in the programme. Officers successfully planned and delivered Councils multicultural event, Embrace Festival, on Sunday 6th April 2024.
Deliver a program to support and welcome new residents	Program developed	Economic & Community Development Officer	Completed		75%	A new residents welcoming event was held on Saturday 10th April 2024 at Temora Recreation Pool. The event was attended by the Mayor and a dozen new Temora residents.

<p>Events - Financial support for the following events (at a minimum) ,</p> <ul style="list-style-type: none"> <li>• International Women's Day</li> <li>• Australia Day</li> <li>• Volunteers Week</li> <li>* Local Government Week</li> <li>* Temora Show Society</li> <li>* Ariah Park Show Society</li> <li>* V8 Jetboats</li> <li>* Country Weekend Hot Rod Run</li> <li>* Ariah Park Christmas Tree</li> <li>* Christmas Eve Mass</li> <li>* Carols by Candlelight</li> <li>* Rural Museum Open Day</li> <li>* Temora Country Music Festival</li> <li>* Ariah Park "Spark in the Park"</li> <li>* Anzac Day/ Remembrance Day</li> </ul> <p>Including seeking grant funding for those events</p>	<p>Conduct of successful events</p>	<p>Economic &amp; Community Development Officer</p>	<p>Progressing</p>	<p>▲</p>	<p>75%</p>	<p>Council has provided financial assistance to the following community groups that have held events in the second quarter:</p> <ul style="list-style-type: none"> <li>Australia Day - \$5,320.11</li> <li>V8 jetboats - \$2,255.89</li> <li>Rural Museum Open Day - amount not finalised.</li> </ul> <p>Estimated total cost \$600.</p>
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Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Arts and Culture - Develop a comprehensive Public Art Policy	Completion of Public Art Policy	Town Planner	Progressing		20%	Draft being prepared for consideration by Council in May 2024.
Ariah Park Community Hall - Provision of a donation equivalent to rates	Donation Made	Administration and Finance Manager	Completed		100%	Request for donation has been processed.
Springdale Memorial Hall - Provide financial support to Committee	Funds allocated	Director of Environmental Services	Completed		100%	Support and funding assistance available to committee upon request
Library - Review the promotion and service offerings at Temora Library and Ariah Park Library	Evaluate program offerings and services	Library Manager	Progressing		70%	Ongoing program planning to expand service offerings of the Temora Library, with the addition of Intergenerational Preschool, funded under the National Backyard Cricket scheme (provide educational programming). Communication with external bodies such as Bland/Temora FDC to reintroduce monthly sessions. Investigation around services at Springdale, research into Street Library Australia.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Library - Promotion of the mobile library service at Ariah Park and review of static library options	Provision of advertising/promotion of mobile service	Library Manager	Completed		70%	Investigation into static library addition at Ariah Park reported to Council. Officers communicated with Riverina Regional Library (RRL) Executive Director/Digital & Engagement Coordinator to research statistics such as member numbers, collection size, loan stats, costings etc. Social media utilised to schedule Mobile timetable across all Library & Council platforms as well as community pages. Have already advertised the recommended yearly quota & more.
Temora Memorial Town Hall - Undertake a promotion and advertising campaign to increase usage of the Temora Memorial Town Hall including Temora Town Hall Theatre	Promotion strategy developed in conjunction with Communications Officer	Environmental Services Technical Officer	Progressing		30%	Researching costings for supply and delivery of additional tables, bar supplies and table linen.

### Economic Development, Tourism & Resident Attraction

Key Functions - Economic Development, Tourism

Policy Directions • To lobby for continued improvement of and access to services, transport, communications and utilities for Temora Shire • To attract grant funding to assist in the development of the Shire • To build a strong and united community force for the growth and sustainability of our Shire. • To plan for the possibility of a sudden upsurge in investment and population which may result from a new mine or other large employer • To keep State and Federal members informed of Temora's needs and our strategies to meet those needs. • To maintain close links with relevant State and Federal Govt. Departments, agencies and Regional Offices. • Increase the access to information regarding TSC and Government programs initiatives and funding opportunities to the community via newsletters and webpage on Council and www.temora.com.au websites • Maintain membership of Regional Tourism Bodies • Proactively seek business opportunities for Temora Shire including villages

*To create an environment which encourages growth in existing businesses and maximise opportunities for external business investment in the Temora Shire and grows population, recognising tourism as an important industry within the community*

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Economic Development - Actively target, and support businesses that enhance and diversify the local economy	Attraction of new business	Economic Development Manager	Progressing	▲	75%	Ongoing discussions held with several potential new business looking to employ between 15 and 100 staff
Economic Development - Provide advice and support to TBEG including provision of assistance to employ an Executive Officer	Support for TBEG	Economic & Community Development Officer	Progressing	▲	75%	Council officer attended the February and March meetings. Council officer assisted with the delivery of the TBEG Social Networking event. Budget provided for assistance to employ an Executive Officer.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Economic Development - Attend relevant Economic Development Forums and conferences	Attendance at RAI Regions Rising Conference	Economic Development Manager	Completed		75%	The Economic Development Manager attended the Regional Housing Summit in Canberra in February 2024. The Economic Development Manager and Economic & Community Development Officer attended two development officer forums coordinated by RDA Riverina.
Economic Development - Develop strategies to invigorate the Hoskins St CBD to ensure future prosperity	Report to Council and strategies implemented	Economic Development Manager	Progressing		75%	- Initial work commenced on Nighttime Economy Activation Plan in partnership with TBEG - TBEG Xmas Fair supported.
Economic Development - Support businesses to attract and retain a skilled work force	Support to find skills through the GROW program	Economic Development Manager	Progressing		75%	- Officers supporting the coordination of the TAFE Careers & Volunteers Day scheduled for April in partnership with TBEG - Continued participation in the NSW GROW program including relocating a couple through the program. - Regular jobs mailers issued to GROW employment hub, Country Change database, and social media - Jobs Riverina Murray website and app promoted to community and businesses - Planning continuing for the Riverina Country Change Expo & Discovery Weekend scheduled for 20 and 21 April 2024
Support relevant organisations to prepare grant	Grant assistance advertised	Economic Development Manager	Progressing		75%	- Grant opportunities emailed to relevant businesses as they arise.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
applications and predevelopment templates	Provide grant assistance to local organisations					
Economic Development - Participate in relevant Government and Non-Government programs for regional growth	Country Change agreement signed	Economic Development Manager	Progressing	▲	75%	Participating in the following programs: - Country Change - - Regional Activators Alliance - NSW Growing Regions of Welcome (GROW)
Tourism - Ensure Visit Temora brochures and pdf's are continually updated	Review brochure and stock levels and report to the Economic Development Committee	VIC Manager	Progressing	▲	70%	Visit Temora PDF's are currently being reviewed
	Refreshed PDF's are published and distributed					
Tourism - Review the merchandise offerings at VIC including Canola Trail, with a focus on locally produced products	Investigate options for merchandise at Temora VIC with a primary focus on quality local and Australian made products	VIC Manager	Progressing	▲	60%	With the recent refurbishment a review was undertaken regarding the merchandise that is currently on offer.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
	Merchandise stocked by VIC to be sourced locally					
Tourism - Encourage all tourism operators to get listed on Get Connected, Council Website, Google and Trip Advisor	Contact all tourism operators regarding status and feedback on listings and report to Economic Development Committee	VIC Manager	Progressing		40%	Updates are currently being done for operators that are already on Get connected. One new operator has been placed on the website. These tasks are ongoing.
	Operators listed on websites and apps					
Tourism - Develop tools that encourage conference and events organisers to come to Temora Shire	Conference and events guide published	VIC Manager	Completed		50%	The database is under review at present.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Tourism - Work with Juneec and Coolamon Shire's to actively develop and promote the Canola Trail experience and brand in all relevant tourism channels	Report to Council regarding Canola Trail activities	Economic Development Manager	Completed		75%	- Planning commenced for the 2024 flowering season
Visitor Information Centre - Proactively maintain and distribute new residents packs to solicitors and estate agents as well as directly to new residents	Ensure all real estate agents and solicitors have an adequate supply of new resident kits	VIC Manager	Completed		60%	New residents packs were reviewed and updated. Five packs were delivered to one of the local real estate agents this quarter. Others were contacted and declined.
Tourism - Proactively engage new and existing tourism operators to ensure that they are utilising the full range of services offered by Visit Temora	Temora Shire Tourism Forums held	VIC Manager	Progressing		35%	Meeting being organised to hold our next Tourism Famil Tour.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Visitor Information Centre - Research new commercially viable visitor experiences that can be coordinated by the VIC	Provision of update to Economic Development Committee of existing and new experiences quarterly	VIC Manager	Progressing	▲	10%	Looking into implementing possible Canola Tours
Visitor Information Centre - Maintain a Tourism Operators Database	Development and maintenance of a comprehensive database that includes services, contact details, hours of operation at a minimum Self preference management email issued to all database contacts	VIC Manager	Progressing	▲	60%	A database was created and is currently being reviewed

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Economic Development - Work with Environmental Services, state agencies, landowners and local developers to ensure there is a sufficient pipeline of available land for development	Sufficient land to meet needs	Economic Development Manager	Progressing	▲	75%	<ul style="list-style-type: none"> <li>- Private consultant continued working on the rezoning proposal for residential and industrial land on the eastern fringe of Temora.</li> <li>- Development application received for residential subdivision on French Street</li> <li>- Large lot residential zoned land on Goldfields Way listed for sale with subdivision potential</li> <li>- Highfields Estate residential subdivision commenced development of phase 1</li> <li>- Dustin Rose Estate residential subdivision completed development of phase 1</li> </ul>
Youth - Support work experience and school-based training programs offered by schools within the Shire	Maintain the Temora Careers Network	Youth Development Officer	Progressing	▲	75%	<p>Temora Youth Careers Network (TYCN) meetings were held regularly, attended by TAFE NSW, local school Careers Advisors, RIEP representative, Council's Youth Development Officer and Youth Program Coordinator, Economic &amp; Community Development Officer and Economic Development Manager. The TYCN continued to explore ways to ensure local young people have access to a wide range of vocational training opportunities.</p>
Youth - Promote apprenticeship and traineeship opportunities within the Shire	Apprenticeship and trainee opportunities list promoted through schools and social media	Youth Development Officer	Progressing	▲	75%	<p>Temora Youth Careers Network met regularly, with representatives from the local high schools, RIEP, TAFE and Council attending. Youth Development Officer attended the launch of the Temora Business HR Needs Assessment and will participate in the Temora Career and Volunteer Expo.</p>
Visitor Information Centre - Maintain accreditation	Maintenance of accreditation	VIC Manager	Progressing	▲	60%	<p>Presently working through the documentation for accreditation. The Tourism Group has advised that the accreditation will be due within the next few months.</p>

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Investigate opportunities to assist access to tertiary and vocational education within Temora Shire	Report to Council on opportunities	Economic Development Manager	Completed		100%	- Report provided to Council regarding the outcome of the survey conducted to determine the level of interest in establishing a tertiary education study facility in Temora. Council did not support the recommendation.
Economic Development - Lobby for reduction in impost on development due to utility head works charges	Submission and advocacy to utility providers	Economic Development Manager	Completed		75%	Ongoing

### Emergency Services

Key Functions - Rural Fire Service, State Emergency Service, Fire Brigade, Police and Ambulance

Policy Directions • Support and maintain the zoning arrangement with Bland Shire Council • Ensure that all personnel have adequate training to perform their function

*To ensure the provision of effective facilities for emergency services in the Temora Shire area and development of strong alliances between Emergency Service organisations to ensure residents are provided with well-resourced and effective emergency services*

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Hold 3 (three) meetings of the LEMC annually	Meetings held	Engineering Works Manager	Completed		100%	LEMC meetings for 2023/24 held in August 2023, December 2023 and April 2024.

### Engineering Services

Key Function - Management, Administration, Contract Services, Design, Road Safety, Asset Management, Procurement

#### To provide management services to support engineering works

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Development of a maintenance Memorandum of Understanding (MOU) and technical procedure with Goldenfields Water County Council for working within the road reserve and requirements of road re-instatement works possibly through REROC	MOU adopted by Council and signed by Goldenfields Water	Engineering Works Manager	Not Progressing		0%	No further progress due to resourcing constraints.
Develop a S138 Policy & Procedure Framework for Works in the Naturestrip / Road Reserve applicable also to utility providers	Policy developed and endorsed by Council	Engineering Assets Manager	Not Progressing		0%	Not started. Will be deferred.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Review of engineering policies and procedures	Review engineering procedures	Engineering Assets Manager	Progressing		75%	Recently completed EW8, EW12 & EW5. Review EW2 & EW13 will likely be deferred until 2024/25.
Review of plant and equipment policy framework and Asset Management Plan	Undertake review and report to Manex to develop policy for presentation to Council	Engineering Works Manager	Completed		100%	Plant and Equipment Replacement Policy updated and endorsed by Council. Asset Management plan reviewed for budget preparation in quarters two and three.
Road Safety - Support programs by the Road Safety Officer that promote responsible behaviour in vehicles pertaining to drugs and alcohol	Increased knowledge of risks associated with drugs and alcohol	Road Safety Officer	Progressing		75%	RSO has organised social media posts educating the community of the dangers of drink driving. RSO organised 15 local venues across the 4 Shires to participate in the Christmas Plan B Win a Swag competition held in December. RSO organised 5 local venues across the 4 Shires to participate in the Easter Plan B Win a Swag competition held in March. RSO discussed the dangers of drink driving at HLDBSD program in Coolamon & Temora. RSO attended Ardliehan Races to provide courtesy breath testing opportunity for attendees. RSO attended Yanco Driver Awareness Program.
Car Parking - upgrade car park at rear of Council Chambers, including installation of trees and improvements to aesthetics	Completion of project	Engineering Works Manager	Cancelled by Council		0%	Cancelled by decision of Council at March 2024 meeting

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Hold a minimum of one Roads Hierarchy Committee meeting annually with a view to transitioning to comprehensive Asset Management Committee meetings	Conduct of meeting	Engineering Assets Manager	Not Progressing		0%	Have underperformed with this committee. A fair bit of this business currently goes to Assets & Operations Committee as it arises. Officers believe that Asset Management is a sufficiently important function of Council that it should be stand alone committee, convening 2 to 3 times annually. This is an area we need more focus on across the organisation. An Asset Management Steering Committee has been formed.
Hold a minimum of 4 Traffic Committee Meetings annually	Conduct of meeting	Engineering Works Manager	Progressing		75%	First Traffic Committee held in September 2023, second in November 2023 and third in March 2024. Next meeting will be scheduled for June 2024.
Road Safety - Maintain RSO Facebook page and update Council's social media platforms and website with up-to-date road safety information	Social Media Post	Road Safety Officer	Progressing		75%	RSO has uploaded on average 3 Facebook posts a week. RSO developed social media posts promoting the harvest, emergency vehicles, motorcycle awareness month, roadside safety, bus safety, Ardlethan Races and slow down messaging in Ariah Park / Coolamon. RSO developed editorials for local newspapers that covers Plan B Win A Swag, back to school, cycle safety, bus safety and fatigue awareness. RSO created Easter Hamper social media competition for Temora Shire.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Road Safety - Undertake programs in accordance with the LGRSAP	Programs conducted	Road Safety Officer	Progressing		75%	<p>RSO delivered Look Out Before You Step Out signs to the engineering team.</p> <p>RSO delivered Slow Down conflute signage.</p> <p>RSO delivered 3 "Seatbelts Save Lives".</p> <p>RSO delivered School Zone banner to Temora High School.</p> <p>RSO delivered Ariah Park Speed Program.</p> <p>RSO dropped off temporary Bus Banners to local council buildings.</p> <p>RSO delivered VMS signage for Easter Long Weekend messaging.</p> <p>RSO delivered HLDBSD program in Coolamon &amp; Temora.</p> <p>RSO conducted 40kmh thermos &amp; dragon teeth audit.</p> <p>RSO delivered Stepping On program at Juneee Hospital.</p> <p>RSO delivered The Road Ahead at Coolamon Library.</p>

### Engineering Works

Key Functions - Parking, Street Lighting, Street Trees

Policy Directions • Improve the quality of street lighting by the installation of more energy efficient, low maintenance systems • Secure quarry sites strategically located around the shire (subject to quality requirements) to minimise travel time to works

**To provide infrastructure that meets the needs of the community and provides in an aesthetically pleasing and functional way**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Street Trees - Implement priority actions for removal and replacement	Implement priority plan addressing the tree audit findings	Engineering Assets Manager	Progressing		75%	Ongoing.
Installation of entrance signs to reflect the indigenous history of the area	Seek funding for installation of signs	Director of Environmental Services	Grant Not Available		100%	Design project Completed. Referred to 2024/25 budget estimates for funding (2 stages)
Finalise design of Main Street upgrade extension - Temora, including scope and costings	Design completed and accepted by Council	Engineering Assets Manager	Progressing		75%	Final Design back with Council. Storm water remains outstanding.
					0%	No action at this stage. Needs Council support / Budget.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Ariah Park Review replacement of decomposed granite with grass at northern end of Coolamon Street	Report to Council	Engineering Assets Manager	Not Progressing			

### Environmental Services

Key Functions - Climate Change, Environmental Management, Noxious Plants and Pests

Policy Directions • Develop/promote initiatives/campaigns relating to energy and water efficiency • Council to lead by example by developing and implementing measures to reduce water-energy usage in Councils buildings and facilities • Establish realistic organisational energy savings targets to be genuinely measured to establish a smaller environmental footprint by Council • Conduct of public education program to explain to residents the issues faced by Council in relation to weeds • Weed Plan Continue with the Weeds Alliance

*That Council considers environmental impact in all of its functions and activities and becomes a champion for environmentally responsible behaviour amongst its residents*

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Commitment by Council to the Fruit Fly Committee	Continue to provide funding for the activities of the Committee	Director of Environmental Services	Progressing	▲	75%	Fruit Fly Committee being financially assisted by Council where requested. Fruit Fly signs ordered for events/Hillview Park
Noxious Plants - Review weeds functions to determine actions to maximise effectiveness of Council spend	Review policy and provide report to Council	Director of Environmental Services	Progressing	▲	75%	TSC chairing the RENWA program. Big changes in this space. No funding received yet for works already carried out. Correspondence forward to LLS and Dept of Primary industries regards late change to funding methodology.

### Governance

Key Function - Council relationships (other Councils, Government departments, Local members & Sister City Relationships), Governance, Lobbying and Advocacy

Policy Directions • Membership of Riverina Joint Organisation • Maintain membership to Local Government NSW • Membership to Riverina Eastern Regional Organisation of Councils (REROC) • Maintain membership of Eastern Riverina Arts (ERA) • Maintain membership of Economic Development Officers (EDO) network • Maintain membership of Riverina Regional Library Service (RRLS) • Maintain membership of the Country Mayors Association • Actively maintain relationships with non REROC neighbouring Councils • Seek ways in which Sister City activities can be of benefit to the residents of the Shire • Support for Constitutional recognition of Local Government • Development of robust and transparent internal audit programs within the Council to ensure that the risk to Council is minimized • Provision of training opportunities for all elected members • Support of Councillors who wish to undertake professional development courses • Undertake a comprehensive resident satisfaction survey every 4 years after election • Maintain close relationships with local members and act at all times in a non-political manner • Acknowledge that it is the role of council to represent all areas of the local community to external parties

**To provide responsive and effective governance to Council, ensuring the resident’s needs are conveyed to government and potential benefits through external relationships is explored.**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Investigate corporate offerings for Councillors and Senior Staff representing Council (ties, blazer etc)	Report on options to Council	General Manager	Progressing	▲	45%	Further consideration required regarding the priority of this in relation to the available budget.

<p>Advocate to the State Government on behalf of the Community for the Improvement/retention of:</p> <ul style="list-style-type: none"> <li>* Schools within Temora Shire</li> <li>* Health Services within Temora Shire</li> <li>* Adequate Police Numbers</li> <li>* Secure recurrent local road funding</li> <li>* Electoral Commission re pre-poll voting in Temora in State Elections</li> <li>* Lobby for constitutional recognition of Local Government</li> <li>* Support removal of pre-amalgamation Goldenfields Water for amalgamated councils</li> <li>* Lobby government for ongoing support for TAIC</li> <li>* Lobby government for retention of Library funding</li> <li>* Lobby government for a more equitable and meaningful Rate Pegging system</li> <li>* lobby for the</li> </ul>	<p>Advocate in writing and face to face meeting</p>	<p>General Manager</p>	<p>Completed</p>		<p>75%</p>	<p>Council continues to make representations on behalf of the Temora Shire Community on a range of issues and regular communication is maintained with the State Member for Cootamundra. Meetings have been held with the Minister of Local Government and the Deputy Secretary of the Office of Local Government regarding a range of matters impacting Council including rate pegging, financial sustainability, the management of the Red Fleet and the Emergency Services Levy.</p>
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Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
abolition of the cost impost of the ESL * Support the removal of RFS Assets from Councils books * Lobby for the retention of TAFE services in Temora * Lobby for changes to the Commonwealth Grants Commission per capita requirements						
Villages - Hold a committee meeting (Assets & Operations) at Springdale	Hold meeting at Springdale	General Manager	Completed		100%	An Asset & Operations meeting has been scheduled for May at Springdale Community Hall.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Advocate to the Federal Government on behalf of the Community for the improvement/ retention of: * Health Services within Temora Shire * Electoral Commission re pre-poll voting in Temora in Federal Elections * Lobby for the retention of R2R and FAG funding * Lobby for constitutional recognition of Local Government * Lobby government for ongoing support for TAIC * LG seat on National Cabinet * Lobby for access to full Centrelink services * Improved mobile phone coverage * Funding for Whiddon Homes expansion in Temora	Advocate in writing and face to face meeting	General Manager	Progressing	▲	75%	Council continues to lobby the federal government in relation to a range of matters. Regular communication is maintained with the Federal member for the Riverina and a visit to Temora Shire, including a meeting with Councillors by Michael McCormack held in October 2023. A Mayoral Reception was held with community leaders and volunteers.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Develop a series of workshops to inform volunteer committees	Conduct of information seminars	General Manager	Progressing		50%	Advice and support has been provided to Council 355 Committees requesting the notification of Council when change of position occurs and to ensure that appropriate record keeping and meeting protocols are being maintained.
Maintain communication at an official level between Council and Temora Hospital administration and LHAC	Communication established	General Manager	Progressing		50%	A presentation regarding the progression of the redevelopment of the Temora District Hospital and Masterplan was provided to the Asset and Operations Committee this quarter.
	Council representation on LHAC					
Maintain communication at an official level between Council and Temora Police	Regular contact with Police	General Manager	Completed		75%	Meetings and communications between Council and the local Police continue to be maintained. The Inspector has been invited to give an update to the 21 March 2024 Council Meeting. Advocacy regarding improved Policing resources to address regional crime continues via the Country Mayors Association.
Maintain communication between Council and the Temora Community Centre	Communication established	General Manager	Completed		75%	Council continues to work collaboratively with the Temora Community Centre, with regular and ongoing communication maintained. Council has partnered with the Centre on a number of events and programs.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Maintain membership to following organisations: * Eastern Riverina Arts, * REROC, * Riverina JO (in hiatus), * Visit Riverina, * Local Government NSW, ALGA * Riverina Regional Library Service, * Country Mayors Association, * Lachlan Valley Transport Committee, * Australian Airports Association * Regional Activators Alliance	Membership maintained	General Manager	Progressing	▲	50%	Council continues to hold memberships with a range of organisations. Council officers and Councillors have actively participated in meetings, projects and conferences. Key activities include the Country Mayors and REROC Meetings held at NSW Parliament House Sydney. Work has continued towards developing a new regional approach to Audit Risk and Improvement Committees.

### Heritage

Key Function - Bundawarra Centre, Heritage, Railway Precinct

Policy Directions • To collect and preserve local history in its various forms in the area generally covered by the Temora Shire Council • Council are committed to the retention of the current management structure at the museum • Commitment to Temora Shire Council Heritage Committee

**To protect and conserve areas and items of historic and landscape heritage value, support and encourage adaptive and sustainable reuse of these places and facilitate development and interpretation of social value through information and education programs**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Commitment to the Temora Shire Sportsman Walk of Honour	Budget provided as nominees are identified	Director of Administration and Finance	Postponed by Council Decision		0%	No budget allocation for 2023/2024. Allocation will be made in future years as required.
Temora Railway Precinct - Undertake master plan	Completion of master plan	Town Planner	Progressing		80%	Temora Railway Precinct Masterplan and Business Case is nearing completion. Community consultation is complete. Currently being updated by consultants following feedback from Transport for NSW. Due to be presented to Council by June 2024.
Bundawarra Centre - Deliver the project for the museum entry walkway to improve visitor flow	Appoint contractor to undertake project	Director of Environmental Services	Completed		100%	Works Completed. New alterations and Additions opened at Rural Museum Open Day
	Completion of project					

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Bundawarrah Centre - Produce and implement a volunteer attraction and retention plan for the Bundawarrah Centre	Volunteer Attraction and Retention Plan adopted	Rural Museum Manager	Completed		100%	This plan is complete and only requires annual review. Development of a volunteer drive based upon the plan is at a preliminary stage.
Heritage - Continue the Temora Heritage Advisor program	Seek ongoing funding for the delivery of program	Director of Environmental Services	Progressing		75%	Routine occurrence. Monthly visits usually fully subscribed.
Heritage - Undertake a program of informing the community regarding the activities of the Heritage Committee	Regular updates on Council media outlets	Environmental Services Technical Officer	Progressing		20%	Ongoing discussions at the Heritage Committee Meetings held every second month.
Heritage - Support the Heritage Assistance Fund. Support community heritage groups in accordance with policy	Seek ongoing funding for the delivery of program	Director of Environmental Services	Progressing		75%	Heritage program being rolled out. Monthly meetings of the Heritage Committee being held without fail. Advisory program fully subscribed each visit. Heritage fund advertised and being accessed.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Heritage - Support Verandah Reinstatement Program	Support provided by Council	Director of Environmental Services	Progressing		25%	Awaiting applications to be received. Expecting an application from the owners of the Westminster Hotel in 2024. Funds to be rolled over to next FY
Bundawarra Centre - Develop virtual tour of facility and visitor site map (subject to grant funding)	Specification developed and application made for grant funding	Rural Museum Manager	Progressing		25%	The galleries on the site have been numbered sequentially to match the recently completed new entry portal. An interim printed guide has been developed and implemented.
Bundawarra Centre - Attraction and conduct of temporary exhibitions	Conduct of exhibitions	Rural Museum Manager	Progressing		75%	The Temora Shire Art Prize Exhibition opened on 29th September 2023. It was succeeded by the return of the Bald Archy Prize Exhibition on 17th November. The Brush With Art Exhibition is scheduled to open on 22nd December and continue until 31st January 2024. This will be followed by an exhibition mounted by the "Art on Rosella" Studio in April 2024
Bundawarra Centre - Develop ambulance museum (construction and fit out) - Subject to grant funding	Seek funding for project	Rural Museum Manager	Progressing		20%	The project planning phase is complete and the Development Application has been approved by the Southern Regional Planning Panel. Council has authorised an application for grant funding under the Federal Government Regional Precincts and Partnerships Program for construction of Stage 3 of the NSW Ambulance Museum. The application was lodged on 29th February 2024.
Bundawarra Centre - Land purchase for proposed ambulance museum	Seek funding for Ambulance Museum project	Rural Museum Manager	Completed		100%	The land is secured under sympathetic title awaiting grant funding for the Ambulance Museum building.

### Property Services

Key Function - Cemeteries, Council Properties, Public Toilets,

Policy Directions • Support the operation and activities of the Friends of Temora Shire Cemeteries (FOTSC) and involve the group in Cemetery planning • Upgrade presentation of one public toilet per year to an acceptable standard • Council involvement in real estate development only when private developers do not meet a determined need • Purchase of additional land for expansion of cemetery in the future

**To provide Council properties that are well maintained, planned and meet or exceed the expectations of our community and visitors.**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Lobby for the installation of public toilets at roadside stops	Correspondence sent to TfNSW	Engineering Works Manager	Progressing		75%	Report presented to the September 2023 Traffic Committee and Council Meeting. Further report went to Asset and Operations Committee in November 2023 and Council Meeting for Victoria Street at the industrial estate, which is now referred to budget estimates. No further action for other roadside stops.
Public Toilets - Upgrade of Harper Park toilets	Completion of project	Director of Environmental Services	Completed		100%	Project completed March 2024
Temora Cemetery - Seal internal car park	Completion of project	General Manager	Completed		100%	Project has been completed.
Ariah Park Cemetery - Reseal internal road	Completion of project	Director of Environmental Services	Progressing		50%	Work scheduled for Quarter 4.

### Public Health

Key Function - Community Health Programs, Food Control

Policy Directions • To keep public health related business owners and operators informed of changes to legislation, standards and regulations • Conduct an ongoing program to provide or promote swimming pool operator education as per state legislation

- Provide a public health related complaints database/register • Support the Bush Bursary Program on a biennial basis

**To protect the health of the general public by ensuring public health and safety practices are maintained and improved by regularly inspecting commercial public health related premises and educating business owners and employees**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Advocate for the retention of a Visiting Medical Officer and commencement of Pathology services to Ariah Park	Formal representations to doctors and pathology providers	General Manager	Completed		75%	Correspondence sent in support of pathology services to Ariah Park. Verbal advice has indicated that it can not be supported, however no written correspondence has been received on the matter.
	Advocacy undertaken					
	Visitation by medical practitioner to Ariah Park					
	Commencement of pathology services to Ariah Park					

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Provision of accommodation at affordable rates and sponsorship of medical scholarships such as Bush Bursary	Doctors requirements are met	General Manager	Progressing		75%	Ongoing accommodation provided to Medical personnel.
Act as facilitator of CDAT funding	Grant acquittals completed annually	Director of Administration and Finance	Progressing		75%	This item is ongoing.
Proactively support and promote community mental health facilities and programs	Attendance at Interagency Meetings	Economic & Community Development Officer	Progressing		75%	The Resilience Project School Wellbeing Program is now being delivered at Temora High School and St Anne's Catholic College. This was funded through the Children and Young People Wellbeing Recovery Initiative Large Grants Program. Officers attended interagency meetings in February.

### Recreational Services

Key Function - General Recreational Services, Parks & Gardens, Sporting Grounds, Playgrounds, Temora Recreation Centre, Public Pools

Policy Direction • Sports Council are the body responsible for liaison between Council and users of Sporting Facilities

**To provide, maintain and improve the sporting fields and recreational facilities which meet the needs of the community and are safe enjoyable and attractive**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Nixon Park - Levelling and irrigation of cricket nets/ discuss area	Project completion	Engineering Assets Manager	Not Progressing		0%	Not started. Scheduled to commence in Quarter 4.
Nixon Park - Top dressing and reshape (No 2)	Completion of project	Engineering Assets Manager	Referred to the Next Financial Year		0%	Project has been deferred to allow Temora and District Cricket Finals to be played in Temora in the 2023/24 season.
Nixon Park - Long jump pit & discuss ring upgrade	Completion of project	Engineering Assets Manager	Progressing		80%	Nearing completion
Nixon Park - Additional shade	Completion of project	Engineering Assets Manager	Progressing		50%	Project underway but incomplete.
Temora Tennis Courts - Upgrade lighting to LED	Completion of project on budget	Engineering Assets Manager	Completed		100%	Complete
Bob Aldridge Park - Update sportsfield lighting to LED	Completion of project on budget	Engineering Assets Manager	Completed		100%	Complete

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Nixon Park - Eastern amenities building upgrade change rooms	Completion of project	Engineering Assets Manager	Completed		100%	Complete
Support upgrade of sports field lighting to LED	Develop scope of non LED fields	Engineering Assets Manager	Completed		100%	Ariah Park facilities are relatively new lighting. Temora Tennis Courts, Bob Aldridge and Temora West Oval recently upgraded to LED. Nixon Park lighting is not LED, however are in good condition and to a good standard. Temora Recreation Ground is not LED and is to a poor standard.
Temora West Sports ground - Upgrade lights to LED	Completion of project on budget	Engineering Assets Manager	Completed		100%	Complete. Issue with some lighting taken away from part of the field in upgrade.
Investigate the issue of collection of an equitable contribution towards the provision of sports facilities from sporting groups	Report to Council following the Recreation and Open Spaces Strategy adoption	Engineering Assets Manager	Progressing		15%	Commenced in March 2024. Will take some time and will roll over. Look for implementation in 25/26 FY.
Nixon Park - Carpark sealing (Athletic/Netball area)	Completion of project	Engineering Assets Manager	Progressing		50%	Project underway.
Edis Park - Playground swing set	Completion of project	Engineering Assets Manager	Completed		100%	Complete

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Edis Park - Remove wood BBQ, replace bins and repair seating shelter	Completion of project	Engineering Assets Manager	Completed		100%	Complete
Bradley Park - Install new play experience	Completion of project stage 1	Engineering Assets Manager	Progressing		50%	Project underway.
Federal Park - Playground replacement inc level & drain wet areas, shade sail replacement, connect footpaths	Completion of project	Engineering Assets Manager	Progressing		50%	Currently underway. Play Equipment installed. Path connections, soft fall and landscaping to be complete.
Harper Park - Improvements to accessibility	Completion of project	Engineering Assets Manager	Not Progressing		0%	Budget has been redirected to the Harper Park toilet upgrade.
Callaghan Park - Replace BBQ	Completion of project	Engineering Assets Manager	Completed		100%	Complete
Provide potable drinking water facilities	Audit availability of potable water at public venues	Engineering Assets Manager	Completed		100%	Purchased 2 drinking stations. Installation planned for Federal Park and Bradley Park.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Lake Centenary - Install bridges on walking track	Completion of project	Engineering Works Manager	Progressing		10%	Planning and development progressing, ready for installation. Installation planned to commence in quarter four and may proceed into quarter one of next financial year due to the grant having an extension for delivery through to September 2024.
Lake Centenary - Miscellaneous works (foreshore levelling, sand replacement, retaining walls, picnic settings)	Completion of project	Engineering Assets Manager	Not Progressing		0%	Not started. Grant not confirmed yet. Projects submitted in March 2023 and revised in October 2023.
Lake Centenary - Reseal internal roads and car park	Completion of works	Engineering Works Manager	Progressing		20%	All preparation works undertaken, sealing aggregate purchased and contractor booked for April 2024.
Lake Centenary - Additional solar lights	Completion of project	Director of Environmental Services	Progressing		50%	Quote received. Still assessing best value solution
Lake Centenary - Fence Play Equipment, Internal water line	Completion of project	Engineering Assets Manager	Completed		100%	Waterline complete. Fencing of play equipment removed as a project.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Callaghan Park - Replace 125m of poor condition and undersized 900mm wide path to old pool / heated pool entrance (linking BBQ shelter)	Completion of project	Engineering Works Manager	Progressing		5%	Internal project work order developed ready for project delivery. Footpath replacement through Callaghan and Lions Parks outstanding with a June 2025 deadline for completion, so delivery if not completed in Q4 will move to next Financial Year if other grant funded projects take priority.
Data collection, asset register and mapping of recreational spaces	Complete data collection and develop asset register	Engineering Assets Manager	Completed		100%	Data collection and asset register completed in September 2023. Future project is to integrate with financial system and existing asset values.
Temora Recreation Centre - Upgrade visitor seating and BBQ areas	Project completed	Director of Environmental Services	Progressing		50%	Pool Environs partially upgraded - New Sun Shades/Unbrellas installed/sun lounges/pot plants ordered and will be in place prior to the pool opening on October, 2. BBQ area will be upgraded in 2024 off-season
Temora Recreation Centre - Review the promotion of Temora Recreation Centre	Prepare new marketing strategy with the opening of the upgraded pool	Director of Environmental Services	Progressing		75%	New Manager appointed. Will be reviewed prior to 2024/25 swimming season

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Villages - Support community in the maintenance of the nature walking track and bicycle track from Broken Dam Heritage Area to Ariah Park Cemetery	Scope and feasibility reported to Council	Engineering Assets Manager	Completed		100%	Project complete.
Temora West Park- Connecting footpaths	Completion of project	Engineering Works Manager	Completed		100%	Project completed.
Construction of Antique Motor Club shed (subject to grant)	Application made for grant funding	Director of Environmental Services	Grant Not Available		0%	No grant funding available.

### Regulatory Control

Key Function - Animal Control, Building Control, Land Use Planning, Regulatory Control

Policy Directions • Continued employment of a ranger/law enforcement officer Train/up-skill existing staff member to assist/relieve Ranger • Utilise CCTV and other technologies to enhance effectiveness of enforcement activities • Participation and support for Temora Liquor Accord

*To utilise a mixture of education campaigns and enforcement to gain compliance with relevant legislation and ensure appropriate processes and procedures are in place.*

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Ensure that all regulatory inspections are carried out, including <ul style="list-style-type: none"> <li>• Footpath dining</li> <li>• Certificate approval</li> <li>• Inspection of regulated premises</li> <li>• Food premises</li> <li>• Septic tanks</li> <li>• Swimming pools</li> </ul>	Footpath dining compliance inspections completed annually conducted by Ranger/Law Enforcement  Certificates processing time  Regulated premises inspected annually  Regulated food premise inspection	Director of Environmental Services	Progressing	▲	75%	Routine and ongoing

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
	Onsite Sewerage Management Systems Private Swimming Pools					
Report statistics of number of Development Applications, Complying Development Applications and Planning Reports to Council where required	Statistics collated and presented to Council	Director of Environmental Services	Completed		100%	One and only benefit of the NSW Planning Portal. Reporting is automatic
Provide monthly report to Council about ranger activities incl. parking, companion animals	Report to Council monthly on Ranger activities	Ranger	Progressing		75%	Monthly reports to council regarding all Ranger activities on going, parking, companion animals, complaints regarding noise, litter, blocked clean ups, anti-social behaviour and stock complaints.
Complete amendments to the Temora Local Environmental Plan 2010, as directed	Residential land LEP amendments reviewed by Council	Director of Environmental Services	Progressing		75%	Still awaiting adoption of the Flood Study to enable meaningful progress on these amendments. Ariaiah Park and Springdale Flood Study now finalised. Process can recommence for the villages

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
by Council and with the support of the NSW Department of Planning, Infrastructure and Environment, including Ariah Park village, residential land, industrial land and rural land	Temora Flood Study report adopted by Council					
	Ariah Park Flood Study report adopted by Council					
	Ariah Park LEP amendments reviewed by Council					
Use available channels to assist in rehoming companion animals	Number of pets rehomed advised to Council annually	Ranger	Completed		75%	New organisations are touching base regarding rescue. Dumping of kittens at the moment is a problem, however carers are available until rescue groups arrive. Dog rescue isn't a problem, transporting is still a slow process. RSPCA still unable to help, welfare concerns are passed onto Sydney, very little follow-up on their behalf which is disappointing. Euthanasia numbers are low mainly feral cats anything suitable for rehoming is homed.

### Resident Services

Key Functions - Community Safety, Service NSW, Villages, Volunteers

Policy Directions • Commit to the maintenance and development of the CCTV concept • Work cooperatively with Police & Temora Security Services to ensure a coordinated approach to community safety • Presentation of Council as a professional organisation with a strong customer focus • Development of systems to ensure that communication between Council and stakeholders is best practice • Hold at least one Council meeting per term of Council in Ariah Park • Lobby for continued presence of Service NSW Office in Temora • Lobby for more frequent driver testing in Temora • Lobby for retention and availability of Policing services in the shire • Conduct a comprehensive ratepayer survey once in each term of Council

**To provide a safe and inclusive built environment by working together as a community and to present to the public a caring, courteous and efficient local government service**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Villages - Retain staff member at Ariah Park	Retention of staff member based in Ariah Park on Council payroll	Engineering Assets Manager	Completed		75%	Staff member retained.
Maintain CCTV system in Temora to a modern standard acceptable to the users of the facility.	Uptime of system Design and install updated of network	Administration and Finance Manager	Progressing		50%	Biannual maintenance of all CCTV camera's will occur February and August each year. Quote for additional depot camera's has been accepted.
Upgrade Christmas decorations - Hoskins Street	Completion of project	Engineering Assets Manager	Not Progressing		0%	Not started. Will be a 2024/25 project if Council supports budget.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Provide the Service NSW Agency at no cost to Council	Annual review of budget	Director of Administration and Finance	Progressing	▲	75%	This service is meeting its expected outcomes and is being provided at no cost to Council, however it is becoming increasingly difficult to do so.

### Risk Management

Key Function: Occupational Health and Safety, Risk Management

Policy Directions • Provide suitable education to employees, volunteers, and contractors relating to WH & S risks • Encourage employees to submit near miss incidents to develop better work method statements • Provide training for all staff in relation to WH & S matters, Risk Analysis and Hazard Identification • Maintain Temora Shire Council's WH & S Committee to assist in providing consultation and communication in relation to WH & S matters • Use Councils Policies to improve and monitor WHS and Risk Management Strategies • Conduct of exit medical assessment on employees hearing and sight to benchmark condition • To commit, unreservedly, as an organisation to Workplace Health and Safety and ensure that all possible steps are taken to ensure the safety of each individual • Commitment to StateCover best practice • Commitment to compliance with all Acts, regulations and Codes relating to OH&S and Risk Management

**To provide a safe working environment, for staff, contractors, volunteers and the public that minimises the occurrence of accidents and incidents and where necessary delivers an efficient rehabilitation program and promote a culture of WH & S and Risk Management best practice in the work place**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Integration of Quarry Management Plan into the Council Integrated Risk Management Plan	System integrated into Risk Management Plan	Engineering Works Manager	Progressing	▲	10%	GAP analysis undertaken by external consultant. Resourcing constraints have not allowed action on identified items.
Develop an integrated safety, quality and environmental management system	Undertake a staged ergonomic upgrade for workstations (over 3 years)	Safety and Systems Coordinator	Progressing	▲	80%	The WHS system development, implementation and review is an ongoing process. Some actions have been delayed due to resourcing difficulties and other priorities. TSC met all requirements to receive the StateCover WHS Incentive Payment for 2022/2023. The incentive payment is 0.3% of total wages. TSC's

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
	<p>Installation of working at heights safety systems for NRCC House</p> <p>Review and redevelopment of hazardous manual tasks procedures involving Participation in the Safework NSW Council musculoskeletal Disorders Program</p> <p>Review and redevelopment of hazardous manual tasks procedures involving development of hazardous manual task risk assessment</p>					<p>WHS self-audit score improved by 5.5% and a further 15% discount was applied to TSC's workers compensation insurance premium was applied due to good return to work and safe work practices.</p>

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Develop and implement the Audit and Risk Improvement Committee	Ensure compliance with risk Management framework	Director of Administration and Finance	Progressing	▲	90%	ARIC Terms of Reference and Internal Audit Charter were adopted by Council after being updated to reflect resource sharing arrangements and release of final guidelines by the Office of Local Government. Recruitment is about to commence for independent Chair and committee members.
Implement Enterprise Risk Management program	Progressive implementation of program	Safety and Systems Coordinator	Progressing	▲	75%	The development and implementation of the Enterprise Risk Management Framework is in progress. An internal audit was conducted in March 2024, with corrective actions identified to assist in the completion of the framework. A Strategic Risk Register has been developed and corrective actions from risks identified are in progress.
Undertake Employee programs to support employees in the workforce, including: * Hearing Tests * Mental Health Programs * Skin Checks * Employee Assistance Programs * Health Checks * Team Building Exercises	Provide presentation to Manex to develop priority programs for 2023/4  Implement the priorities established by Manex	Payroll/Human Resources Officer	Progressing	▲	80%	Plans are well underway for Wellbeing Week in June 2024. Activities will include a Health Check Clinic, a financial wellbeing presentation and a Staff breakfast including keynote speaker Patrizia Cassaniti from the Touched by Christopher Foundation and a Coffee Cart.

### Sewerage Service

Key Functions - • Effluent Reuse System • Sewerage System

Policy Directions • Extension of effluent system to all parks subject to evaluation by staff that there is sufficient water and the extension is economically viable • Support for long term construction of a Sewerage Scheme for Ariah Park • Support extension of sewer mains to non sewerer locations in Temora

*To maintain the treatment works and reticulation network to ensure compliance with legislative requirements and improve the quality of effluent*

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Undertake Upgrade and renewal works on Sewerage and Recycled Water in accordance with identified program	Program completed	Engineering Assets Manager	Progressing	▲	75%	CCTV complete. Smoke testing is incomplete.
Undertake CCTV inspection, smoke testing and condition rating of sewerage reticulation network including removal of sewerage infiltration	Establishment of program	Engineering Assets Manager	Progressing	▲	75%	CCTV Complete. Smoke testing incomplete and likely to move to new financial year.

### Support Services

Key Functions - Depot & Workshop, Plant & Equipment, Mining, Stores

Policy Directions • Ensure that depot and workshop facilities are adequate to meet the needs of a modern workforce • To provide scheduled and unscheduled maintenance and repairs according to OEM guidelines and Council procedures with minimal downtime • To supply and dispose of fleet assets at the most advantageous cost to Council • To ensure that there are sufficient, well trained staff to service Councils plant

***To provide a Depot Workshop and stores facility that meets all statutory and regulatory requirements and provides the support to allow all Councils works functions to perform in the most efficient and cost effective manner and To provide and maintain a modern plant and equipment fleet that meet its operational requirements with high utilisation in a cost effective manner***

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Depot - Provide a covered storage area	Completion of construction funded in current year	Engineering Works Manager	Progressing		50%	Contract awarded, materials purchased. Construction to commence in May 2024 with delivery aimed for completion by 30 June 2025. Electrical work and plumbing will be delivered in quarter one next financial year due to requiring budget commitment in 2024/25 budget.

### Transport Infrastructure

Key Functions - Footpaths and Cycleways, Road Infrastructure

Policy Directions • Policy to generally provide paved footpaths on only one side of urban streets in accordance with the Footpath Hierarchy Plan • Development of a footpath hierarchy plan including pedestrian access mobility plan and cycleway plan • Construction of one length of footpath annually in accordance with adopted plan • Width of all new footpaths to be at least 1.5 mtrs or greater • Review the Roads Hierarchy including review of methodology within the term of each Council

**To provide transport infrastructure that meets community expectation in terms of need, safety, amenity and standard**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Undertake Linemarking on Class 2 Roads	Completion of project within budget allocation	Engineering Works Manager	Completed		100%	Program now completed
Undertake Footpath construction and maintenance in accordance with the Footpath Assets Capital Works Program	Completion of program	Engineering Works Manager	Completed		100%	Widening of footpath in Anzac St at Recreation Centre completed along with pathway to TEM-FM in Macauley St. Ramps x3 for Coolamon St, Ariah Park now completed and available in the Ariah Park Depot. Unretained slope in Loftus St completed. Footpath maintenance funding fully spent for 2023/24 financial year.
Undertake Cycleway construction and maintenance in accordance with the Cycleway Assets Capital Works Program	Completion of program	Engineering Works Manager	Not Due To Start		0%	No planned cycleway works in council capital budget for 2023/24 financial year.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Undertake Rural Unsealed Roads construction and maintenance in accordance with the Rural Unsealed Roads Assets Capital Works Program	Completion of program	Engineering Works Manager	Progressing	▲	60%	Maintenance has been undertaken at an increased capacity by contractors using RLRRP funding. Barbys Lane and Boundary Range Road gravel resheets completed. Camps Lane gravel resheet 50% completed, Traegers Road and Wells Road gravel resheets have commenced. Fraters Speedway and Rees Lane gravel resheets scoped/planned but not yet commenced. FLR R4 projects being Kurrajong St Segment 1, Mirrool Rd Segment 1 and Whites Rd Springdale being planned with works not commenced and unlikely to be delivered in Quarter 4 as the grant funding allows delivery to March 2025.
Undertake Rural Sealed Roads construction and maintenance in accordance with the Rural Sealed Roads Assets Capital Works Program	Completion of program	Engineering Works Manager	Progressing	▲	75%	Sealed roads maintenance ongoing. Heavy Patching completed Coolamon Road, Haddrills Road, Mandamah Forrest Road, Old Wagga Road. Class 2 centreline line marking completed. Tara Bectric Road Segment 7 completed and Howards Road underway with comments in Fixing Country Roads reporting item. Hazard Directional markers and curve advisory signage commenced and ongoing. Old Cootamundra Rd Segments 3, 4 & 5 reseals deferred to 2024/25, instead Old Wagga Road North Seg 1 & 2 along with Howards Roads Segment 2 ressealed in quarter 3 so now completed.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Undertake Urban Unsealed Roads construction and maintenance in accordance with the Urban Unsealed Roads Assets Capital Works Program	Completion of program	Engineering Works Manager	Progressing	▲	20%	Progressing with unsealed road pavement upgrade works on Back Mimosa Road, Delavan Street, Wattle Street and Nicholson St completed. Little Ariah Street (Ariah Park) Seg 1 gravel resheet completed. FLR Round 4 projects being Lucas St Seg 2, Narraburra St, North Street Seg 2 and Thom St Seg 2 planning underway and works likely to commence in 2024/25 financial year as grant funding allows delivery to June 2025.
Undertake Urban Sealed Roads construction and maintenance in accordance with the Urban Sealed Roads Assets Capital Works Program	Completion of program	Engineering Works Manager	Progressing	▲	75%	Urban sealed roads maintenance is ongoing. Status of capital works is as follows: Camp St Segment 2 & 3 reconstruction completed. Bitumen reseals completed for Camp St, Seg 1 to 5, Clarke St Seg 1 & 2, John Rands Pl, Kitchener Rd Seg 1, 2 & 3, Little Bellevue St Seg 1 & 2, Little Camp St Seg 1, Little DeBoos St Seg 4 & 5, Macauley St Seg 1 & 2, Oak St Seg 1, 2 & 3, Thom St Seg 1 and Truskett St Seg 1 & 2. Loftus St Seg 4 & 5 reseal deferred to 2024/25 financial year due to kerb works being required. Camp St Seg 1 and Twynam St Seg 1 funded through LRCI 4B with completion due June 2025. Project likely to be delivered in 2024/25. Little Crowley St Seg 3 reconstruction planned for Q4. Two disabled carparks in Hoskins St - footpath works/ramps completed with only line marking and signage required to be completed. Little Baker St, Seg 1 concrete under awning to replace failed asphalt outside Woolworths, not fully funded so won't be delivered in 2023/24.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Undertake Kerb and Gutter construction and maintenance in accordance with the Kerb and Gutter Assets Capital Works Program	Completion of program	Engineering Works Manager	Progressing	▲	30%	Camp Street Segments 2 & 3 kerb completed. Camp Street Seg 1 and Twynam Street Seg 1, funding through to June 2025. Not yet commenced. Little Crowley Street Seg 3 and Loftus St Seg 5 to be completed in conjunction with each other in quarter 4.
Undertake Regional Roads Program in accordance with the determined program	Completion of program	Engineering Works Manager	Progressing	▲	95%	Shoulder widening works on Mary Gilmore Way completed as per available funding. Lighting at Ariah Park intersection with Burley Griffin Way outstanding, with anticipated delivery in quarter 4. Along with ongoing maintenance works to continue for financial year, with 95% of regional road funds spent/program completed.
Undertake Fixing Country Roads/ Heavy Vehicle Safety and Productivity Program in accordance with the determined program	Completion of program	Engineering Works Manager	Progressing	▲	75%	Tara Bectric Road Segment 7 now complete. Howards Road project has commenced development and planning, vegetation works completed, bridge and culvert materials ordered with some delivered and works planned in quarter 4 to construct the concrete causeway. Remaining works not scheduled until the 2024/25 and 2025/26 as per budget.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Undertake Pavement Rehabilitation/ Widening in accordance with the Pavement Rehabilitation / Widening Assets Capital Works Program	Completion of program	Engineering Works Manager	Progressing		75%	Tara Betric Road Segments 4, 5 & 7 completed. Howards Road Seg 1 commenced but stage over the 23/24, 24/25 and 25/26 financial years. Currently on track.
Commitment to the long term facilitation of efficient heavy vehicle access through Temora Shire subject to minimisation of impact on: Resident amenity, Council finances, Resident safety	Reduction in conflict between users and road managers	Engineering Assets Manager	Progressing		75%	Ongoing. Heavy vehicle access within the LGA is a constantly changing and evolving area. Council performs well in this space although HVAR is an ongoing challenge. Council has continued to make representations to Transport for NSW regarding this matter.
	Consultation with community regarding chosen route					
Seek funding (Full) for the installation of a roundabout and associated infrastructure at the corner of Hoskins & Polaris Streets	Lobbying undertaken with new government	Engineering Assets Manager	Not Progressing		0%	Council views not supported by TfNSW with grant funding unlikely. This is a major project valued at approximately \$1m to \$2m plus.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Road safety audit - Crowley and Polaris St intersection and Anzac Street	Completion of road safety audit	Engineering Assets Manager	Completed		100%	Safety Audit is complete.

### Waste Services

Key Functions - Garbage Services, Landfill Sites, Street Cleaning, Trade Waste Services, Recycling

Policy Direction • To provide, maintain and improve facilities, which enhance visual aspects of the CBD and street infrastructure

• **To maintain the town and village streets in a tidy and clean standard • To provide effective household waste services collection and disposal systems for Ariah Park, Springdale and Temora as well as enhancing residents recycling opportunities and participation utilising innovative approaches to education, promotion and service provision**

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Continue support for Cleanup Australia Day program and anti litter promotion	Participation in program	Environmental Services Technical Officer	Completed		0%	Clean Up Australia Day for Schools was held Friday 1st March, all local schools were involved, Clean Up Australia Day was held Sunday 3rd March with a small number of local residents supporting this program.
Investigate the introduction of kerbside recycling options in Temora Shire	Submit an options report to Council	Director of Environmental Services	Completed		100%	Completed March 2023 - Status quo maintained. Assisting Lions Club to install new baling press. New Press installed - Still being commissioned.
Advocate for a Return and Earn facility at Ariah Park	Lobby government for support for introduction of facility	Director of Environmental Services	Completed		100%	Nothing since last year representations. Will need assistance of REROC to convince the NSW Govt to change policy to service populations of less than 1000. REROC has made numerous representations. EPA firm on their policy.

### Water Services

Key Function - • Drainage • Water Cycle Management

*To ensure that water resources are utilized in an effective and efficient manner with a view to sustainability*

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Deliver Flood Study and Floodplain Risk Management Plan for Ariah Park and Springdale	Completion of Risk Management Study and Plan	Engineering Assets Manager	Completed		100%	Complete. Endorsed by Council in March 2024.
Undertake the Temora Floodplain Risk Management Study and Plan	Completion of the Temora Floodplain Risk Management Study	Engineering Assets Manager	Progressing		75%	Still incomplete. Planned to go to Council in May 2024.
Complete the development of an Integrated Water Cycle Management Plan (IWCMP)	Completion of IWCMP	Engineering Assets Manager	Not Progressing		75%	No change. Awaiting DPIE Response.
Undertake Stormwater Drainage construction and maintenance in accordance with the Stormwater Assets Capital Works Program	Completion of program	Engineering Works Manager	Progressing		10%	Victoria Street Underground drainage to Camp St completed. All remaining projects outstanding due to awaiting full budget commitments or delayed delivery due to resourcing constraints.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Ariah Park Railway Dam - Enlarge/desilt/fence	Project Completion	Engineering Assets Manager	Not Progressing		0%	Funding not confirmed.
Golden Gate Reserve - Design	Design completion	Engineering Assets Manager	Progressing		75%	Will be finished in Q4

## Youth

Key Functions - • Support Youth in their endeavours

Policy Directions • Conduct surveys of Youth to determine “mainstream” concerns and ways to engage the youth of Temora • Support the efforts of our Youth Council • Maintain youth centre facilities at Ariah Park and Temora • Participation in Youth Week/Local Government Week

### *Provision of services for the Youth in the Community that meet the expectations of stakeholders*

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Youth - Support for Youth Week events	Attendance at Youth Week events	Youth Development Officer	Progressing	▲	75%	Youth Week Jambale will be held at the Railway precinct Saturday 13th April, 2024. Funding has been secured from NSW DCJ to support the contribution from Temora Shire Council. The event will include live music, Platform Y Cafe, Chill Out game zone and Youth Made Market stalls.
Include alcohol and other drug education as part of the Youth education offering	Include drug and alcohol information in all improvement/wellness programs	Youth Development Officer	Progressing	▲	75%	Youth Development Officer discerns if alcohol and other drug education is appropriate for Temora Youth programs at Platform Y.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Youth - Offer programs that encourage the inclusion of village, rural and town young people	Participation by non Temora residents	Youth Development Officer	Progressing	▲	75%	The Youth Development Officer (YDO) and/or Youth Program Coordinator (YPC) endeavour to visit all local schools each term to promote youth programs, but were unable to coordinate suitable times in Term 1. YDO is in contact with Student Representative Council Coordinators via email. Weekly gaming/ robotics workshops continued at Ariah Park Youth Hall with a mentor. Programs were widely advertised on social media platforms, local papers and in school newsletters. School holiday program aims to include at least one workshop at Ariah Park or offer assistance with transport to Temora based programs.
Youth - Conduct regular Youth programs and workshops in relevant areas of youth interest that support the development of financial literacy, interpersonal communication, collaborative skills and employment skills.	Conduct of youth programs	Youth Development Officer	Progressing	▲	75%	The Youth Made Market allowed young stall holders to apply skills taught during workshops, including customer service and money handling. The Youth Leadership Team and members of the Green Team were also able to develop their communication, problem solving and collaborative skills during the event. School Holiday programs and weekly workshops were held at Platform Y, developing initiative, teamwork and resilience.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Youth - Conduct a program for school holiday activities	Attendance at School holiday events	Youth Development Officer	Progressing		75%	Each school holidays, free workshops are offered to suit a range of ages and interests. Youth Development Officer successfully applied for grant funding for Summer and Autumn Holiday Break programs through the Office for Regional Youth. Summer programs included: Food I Am Italian Cooking class Wagga; OddBall Theatre workshops; Flying Fruit Fly Circus workshops; Fit-Teens Circuit training; Dots By Designz ceramics workshop.
Youth - Hold a Youth Team afternoon tea and youth team meeting hosted and chaired by the Mayor and an annual informal meeting of Youth Team and Committee	Function held	Youth Development Officer	Completed		75%	The YDO and YPC will liaise with the Mayor and Youth Committee to conduct a gathering in Term 2.
Youth - Support the concept of the Young Citizen of the Year Award as a way of recognising Youth	Awards presented	General Manager	Completed		100%	Award was provided in conjunction with Australia Day. The Young Citizen of the Year has been invited to a range of civic events.
Youth - Develop and showcase talent by creating a youth made market and event with the support of local mentors	Participation level by Youth Team	Youth Development Officer	Completed		100%	YOUth Made Market 2023 was held on Saturday 14th October. All past YMM participants were invited to be part of the TBEG Christmas Fair with 5 young people participating. The Youth Week Jumble will include some of our previous Youth Made Market stalls.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Youth - Participate in activities that encourage community service, nurture leadership and responsibility, eg Take Charge, Clean Up & Australia Day, Baking it forward	Participation in programs	Youth Development Officer	Progressing	▲	75%	Two graduates of TAKE THE LEAD emceed the Australia Day Pool Party. Members of the Hospitality Team volunteered to 'Bake It Forward' in January, cooking and then delivering boxes of baked treats to Temora Community Centre, Friends of the Cemetery, Temora Police, Railway Museum Volunteers and Greenstone Lodge. Members of the Platform Y Leadership Team participated in Clean Up Australia Day. Team members accrued volunteer hours for assisting at the Music in the Regions 'Songbirds' event, as well as assisting with school holiday workshops and attending Leadership meetings each fortnight. Former Platform Y leader Elizabeth West was awarded Temora Shire Council Young Citizen of the Year.
Youth - Participate in REROC youth meetings and events	Attendance at REROC Youth meetings Temora Shire participation in REROC Youth events	Youth Development Officer	Progressing	▲	75%	Youth Development Officer (YDO) attended REROC meetings when possible, building connections with other YDOs in the region. YDO distributed information to local schools for the 2024 Take Charge Leadership Forum, offering \$100 to each school to assist with transportation costs.
Partner with Pinnacle Services to encourage participation in programs that support and engage the young people in their care	Participation numbers of NDIS clients	Youth Development Officer	Progressing	▲	75%	One Pinnacle client regularly attends the Hospitality weekly workshops. Youth Development Officer will aim to collaborate with the NDIS Coordinator from Pinnacle Community Services for Pinnacle clients to attend the weekly workshops at Platform Y.

Action Name	Metric	Responsible Position	Status	Traffic Lights	Progress	Comments
Youth - Support annual transport to Canberra Careers Expo	Provision of equitable access to event for all youth	Youth Development Officer	Completed		100%	Approximately 100 students from Temora High School, St Annes Catholic College and Ariah Park Central School attended the Canberra Careers Expo. They were accompanied by the Youth Development Officer and careers advisors/ staff from the 3 schools. Transport to the event was funded by Temora Shire Council.
Scholarships - Provide one (1) scholarship to the Temora and District Education Fund	Scholarship awarded	General Manager	Completed		100%	Scholarship has been provided. A letter of thanks has been received from the recipient.
Scholarships - Provide scholarships in accordance with policy to be determined by Council through the Scholarships Committee	Scholarships awarded	General Manager	Completed		100%	The Committee has met and has supported the provision of 2 scholarships. Advice has been provided to Charles Stuart University.

**13      ENGINEERING SERVICES**

Nil

## 14 ENVIRONMENTAL SERVICES

### 14.1 PROPOSED SUBDIVISION 7853 BURLEY GRIFFIN WAY TEMORA

**File Number:** REP24/237  
**Author:** Town Planner  
**Authoriser:** Director of Environmental Services  
**Attachments:** 1. TfNSW response [↓](#) 

#### REPORT

**DA No.** 1/2024

**Applicant:** Sunrise Foundation Limited

**Property:** 7853 Burley Griffin Way, 34 Acacia Street, 47 Delavan Street, and 53 Delavan Street Temora

**Proposal:** 28 Lot - Large Lot Residential Subdivision

**Notification:** The application was notified to 15 adjoining and nearby landowners between 31 January and 1 March 2024.

**Site description:** The site consists of four parcels of land and is located on the eastern fringe of Temora. It is zoned R5 Large Lot Residential zone. The site adjoins the existing large lot residential subdivision, located at Rosella Street, immediately to the west. The site is bounded by Burley Griffin Way to the north, Acacia Street to the east and Delavan Street to the south.

Land use to the north, east and south is used for primary production. The site is mostly cleared, with some scattered trees and roadside vegetation, located in Acacia Street, Delavan Street and Burley Griffin Way.

Figure 1 show the subject and zoning map. Figure 2 shows an aerial image of the site.

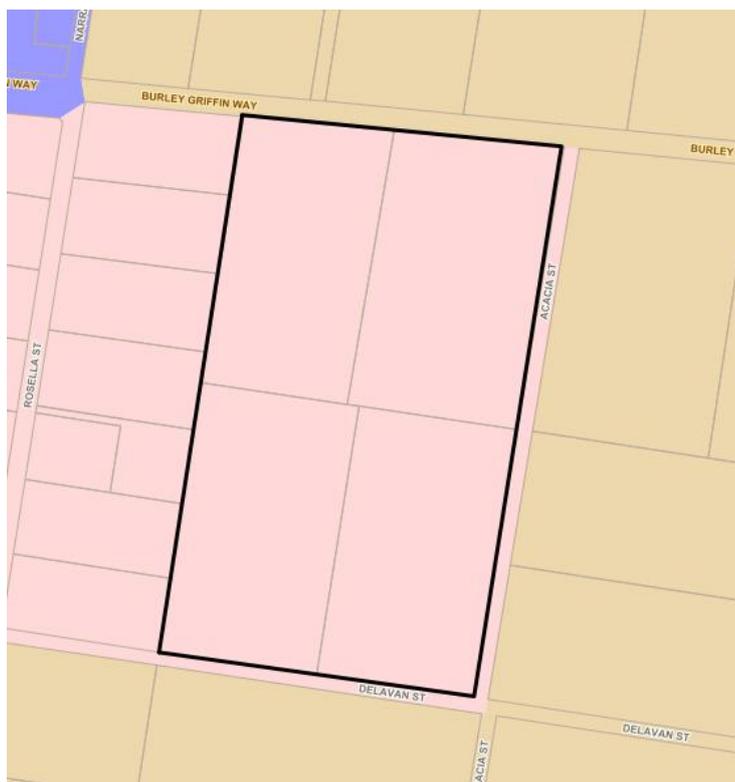


Figure 1: Zoning map of subject site



Figure 2: Aerial image of subject site

The total area of the proposed subdivision is approximately 31.2 hectares.

The site is undulating as shown by the survey plan in Figure 3.

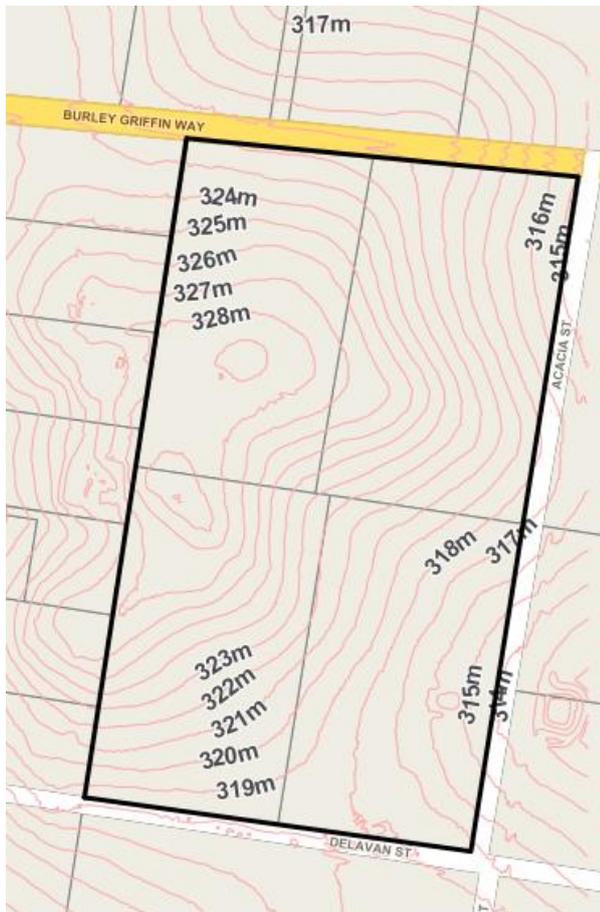


Figure 3: Survey plan of the subject site

#### Development description

Specific details of the proposed development are:

Proposed 28 lot, Large Lot Residential subdivision, with proposed access from Burley Griffin Way and Delavan Street. Two new roads are proposed to service the development. Lots will be serviced with reticulated water, electricity, telecommunications and stormwater management.

Sewer services will involve onsite effluent disposal, which is consistent with other large lot residential developments in Temora.

Two drainage easements are proposed, one 10 metre and one variable (25m - 38.92m wide) including a dam. Council's engineers have reviewed this proposal, and this has been deemed satisfactory given that the development is low density. The easements will restrict development from occurring within the natural drainage line.

Figure 4 provides an indicative lot layout plan.

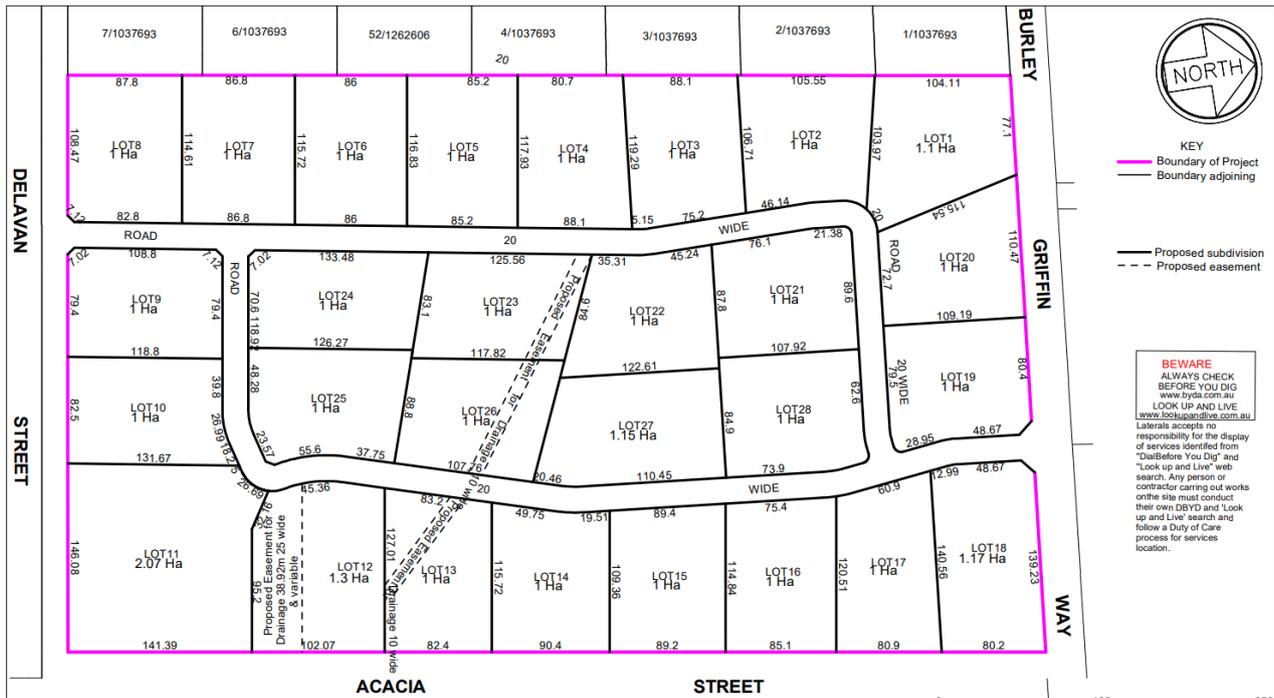


Figure 4: Indicative subdivision layout

Assessment

The following matters are considered under section 4.15 of the Environmental Planning and Assessment Act, 1979, as part of the assessment of the proposal.

**State Planning Controls**

State Environmental Planning Policy (Transport and Infrastructure) 2021 applies to this development. The concept plan was referred to Transport for NSW as part of pre-lodgement of this application. The advice received has been included as part of the application.

**Local Planning Controls**

The site is zoned R5 Large Lot Residential zone under the Temora Local Environmental Plan 2010.

**1 Objectives of zone**

- To provide residential housing in a rural setting while preserving, and minimising impacts on, environmentally sensitive locations and scenic quality.
- To ensure that large residential lots do not hinder the proper and orderly development of urban areas in the future.
- To ensure that development in the area does not unreasonably increase the demand for public services or public facilities.
- To minimise conflict between land uses within this zone and land uses within adjoining zones.
- To provide opportunities for combining residential development with agricultural uses, animal husbandry and home occupations of a domestic scale.
- To protect local groundwater aquifers from contaminating activities.
- To encourage the protection and careful management of remnant native vegetation, including isolated paddock trees and communities.

The proposed subdivision is consistent with the objectives of the zone.

Proposed lot sizes range from 1 hectare to 2.07 hectares, which is in accordance with the minimum lot size of one hectare, which applies to this site.

The Temora Shire Council Development Control Plan 2012 is relevant to this application. The chapters relevant to this proposal are:

- Development Applications

The application for development has been made including all relevant information and plans.

- Notification of Development Application

The applicant has been notified to adjoining and nearby neighbouring landholders, in accordance with the Development Control Plan.

- Subdivision

The objectives of these controls are to:

- ensure that subdivision is planned having regard to environmental, social and economic opportunities of a site
- match lot sizes to the capacity of the land
- encourage subdivisions that promote sustainable design for future dwellings
- provide all services to all allotments in a timely manner
- support subdivision in areas identified for future urban expansion

The proposed development is consistent with these objectives. The proposed layout responds to natural site drainage and integrates with the existing road network. The proposed lots sizes are consistent with current lot sizes recently developed within Temora.

- Engineering Standards

The following controls will be applied to the development.

- A driveway crossing will be constructed to provide access from the public road across the road reserve to the boundary of each new allotment
- The driveway crossing will be constructed to the following standards:
  - A minimum of 125mm DGS 20 ridge gravel from a source approved by Council.
  - All public road shoulders are to be sealed to within the subdivision boundaries
  - Subdivisions that propose to create or open public roads are to provide full details of road plans and specifications
  - Only two (2) driveway crossings per street frontage are permitted
  - The maximum width per crossing is six (6) m.
  - Corner allotments - minimum distance crossings are to be located from road intersection is six (6) m
  - The minimum separation between crossings is two (2) m
  - The minimum distances for crossings from common property boundary is 0.5m
  - Driveway access points will incorporate minimum 300mm pipes with headwalls
  - Table drains will be provided

- Road pavements must be designed to withstand impact from a 6/8.5t axle loading.
- Road pavement design will be based on the provision of a flexible pavement in accordance with the following guides:
  - o AUSTRROADS pavement Design Guide, or
  - o AUSTRROADS structural Design of Road Pavements
- All conduit trenches are to be at a grade not less than 1%. Trenches are to be backfilled using compacted gravel or 3% cement stabilised sand to sub grade level. Conduits will be installed by under boring sealed roads.
- Guide posts and guardrails are to be provided in accordance with AUSROADS Guidelines.
- Streets are to have street name signs installed at all intersections.
- Council will require the installation of a 500mm wearing strip at the time of any new access to the public road
- An adequate potable water supply will be connected to all new developments.
- Where a public water supply is available, fire hydrants will be provided in accordance with AS 2419 and be delineated by blue markers in the centre of the road pavement.
- A building envelope, shown on the plan of subdivision, has been provided, for reasons of neighbour amenity
- Trees of an advanced age and species selected by Council will be planted along Council's road reserve/footpath, adjacent to the property boundary

### **Traffic impact assessment**

A traffic impact assessment was prepared in support of the development.

Based on preliminary consultation with Transport for NSW, the following issues have been included as part of the subdivision design:

- The subdivision requires connection to Delavan Street to allow connectivity to the surrounding network and as alternative access in the event of an emergency,
- The primary access to the subdivision should be via Burley Griffin Way,
- Access via Acacia Street to any subdivision may not be practical/safe given that the intersection sight distance is limited by the topography (crest),
- Upgrading Acacia Street to form part of the subdivision development is not considered to be practical or economical.

Therefore, the development proposes a new road to intersection with Burley Griffin Way. This new intersection can be placed approximately 140m to the west of the existing Acacia Street intersection, where safe intersection sight distance and minimum gap sight distance can be achieved for both eastbound and westbound vehicles.

In summary, the study estimated that the subdivision, once developed will generate 252 trips per day, with a peak time of 24 trips per hour. Direction of travel is expected to be 80% Burley Griffin Way and 20% Delavan Street. Annual average daily traffic on Burley Griffin Way in Temora is 3,586 vehicles per day. There is no peak demand so the average number of trips per hour is 377 trips. The capacity of Burley Griffin Way has been calculated to be 1,800 vehicles per hour. Therefore, the increase of around 24 trips per hour represents only a 5.6% increase and is well within the capacity of Burley Griffin Way.

**Likely Impacts**

*Environmental*

- *Natural*

The site is mostly vacant, with a small number of existing small trees within the site and existing mature native trees located on the roadside.

- *Built*

The development site is predominantly undeveloped, with a dwelling fronting Burley Griffin Way and Delavan Street. The proposal will involve the construction of servicing infrastructure including roads and underground electricity, water, and telecommunications infrastructure. The proposal will the creation of easements for drainage.

- *Social*

The social impacts of the development are considered to be positive as the development will provide for the subdivision of existing large lot residential zoned land, supporting future residential development.

- *Economic*

The economic impacts of the development are considered to be positive as the development will provide for the subdivision of existing large lot residential zoned land, supporting future residential development.

**Suitability of the Site**

The site is suitable for this development as it has been zoned for the purpose of additional large lot residential development for since 2010. The proposed subdivision responds to the constraints of the site, being the existing topography and adjoining road network.

**Submissions**

As a result of the notification of the development application, three submissions were received. The matters raised within the submissions are summarised in Table 1, alongside summary responses from the applicant and Council officer comments. Full responses from the applicant are provided as an attachment to this report.

Matter raised	Response
Concern about the volume of expected traffic generated by the new development, particularly on Delavan Street	The number of additional trips on Delavan Street is expected to be 50 trips per day, with 5 trips per hour during peak times. This is considered to be a low level impact upon landowners adjoining Delavan Street
Request that Delavan Street not be sealed to discourage future residents from using this road	It was a requirement of Transport for NSW, as part of preliminary consultation, that the proposed subdivision include connectivity to Delavan Street as part of the design, in order

	<p>that access other than a classified road (Burley Griffin Way) be provided.</p> <p>It is reasonable that where a new development generates increased road usage, the upgrade of that road be considered. Delavan Street is already partly sealed and leaving a gap of unsealed road between the new development and the existing sealed road would not be supported by future residents of the Large Lot Residential development. If the road were to remain unsealed at the time of development, Council would almost certainly face pressure from the future residents to seal the section of road, which would then be at full cost to Council, rather than the developer.</p> <p>Delavan Street offers an additional avenue for escape in the event of bushfire which, if the road is not to an acceptable standard would represent an additional hazard in an emergency situation</p>
<p>This subdivision enters Burley Griffin Way in a 100km/hour speed zone, which is potentially very dangerous for anyone entering or exiting Acacia Street. The current speed limit will need to be lowered to 70 km/hour at least.</p>	<p>The Traffic Impact Statement (TIS) submitted with the subdivision application identified the speed limit in Burley Griffin Way as being 100km/hr where the proposed subdivision road enters Burley Griffin Way. The TIS has designed the intersection of the proposed new road with Burley Griffin Way based on a design speed of 110km/hr and the Safe Intersection Sight Distance and Minimum Gap Sight Distance design criteria</p>
<p>The increase in traffic on Rosella Street during construction of the subdivision and use of it by the residents on a road that is unsuitable for the extra traffic load that will ensue.</p>	<p>It is not anticipated that Rosella Street will form a transport route for the subdivision. This traffic is expected to use Burley Griffin Way with appropriate traffic management measure and Delavan Street, also with appropriate traffic management measures.</p>
<p>The current poor condition of Delavan and Acacia Streets. Who will be responsible for the reconstruction of Delevan Street? Hopefully this cost will not have to be borne by ratepayers</p>	<p>Acacia Street is discouraged from use by Transport for NSW and would not form any part of a transport route with the availability of Burley Griffin Way and Delavan Street.</p> <p>As identified in the Traffic impact Statement, <i>“Delavan Street from its intersection with Rosella Street to the intersection with Tewksbury Road is currently being reconstructed to provide a two-way 6m wide</i></p>

	<p><i>bitumen sealed pavement with 1m shoulders each side.</i>" The extension of Delavan Street from Rosella Street to the new subdivision access road would similarly provide a bitumen sealed pavement being at the cost of the proponent.</p>
<p>There needs to be a clarification regarding the ownership of the buffer zone between the proposed subdivision and the already existing properties on the eastern side of Rosella Street to prevent the unnecessary removal of established vegetation</p>	<p>There is no identified 'buffer zone' along the east of the eastern lots in Rosella Street i.e. between the eastern lots and the new subdivision lots. There is a building setback as is normal for all lots in Temora depending upon the zone.</p> <p>The survey did not identify any tree along the western boundary that is on the land of the subdivision. As such it is understood that those trees along the rear of the lots in Rosella Street are managed and maintained by the owners of those lots. There is no need for any subdivision works to impact any of those trees.</p>
<p>The construction of this subdivision will obviously require extensive earthworks over an extended period. What provisions are in place to monitor the dust and noise that will be created by the construction of this subdivision.</p>	<p>Construction works would be carried out in accordance with construction plans which will include measures for erosion and sediment controls. These measures will be identified in plans prepared for a subdivision works certificate. Machinery used for the subdivision would necessarily include mufflers to minimise noise generation and construction works will be carried out during specified hours to minimise any impact</p>
<p>The increased pressure on already overworked and understaffed medical facilities in Temora, as well as the increased need for parking in the town shopping are. What provisions are being made for this increased demand on the town's infrastructure? Again, will ratepayers be asked to pay for these changes?</p>	<p>Medical facilities are provided by others and would naturally seek to grow to accommodate increased population pressure. This is an action that occurs where the growth of a locality or area occurs. This will be the same for all services and facilities in any urban settlement, unless a Council actively restricts or prohibits growth. With the availability of land for subdivision and development it is not assumed that a 'No Development' approach applies in Temora.</p> <p>The augmentation and provision infrastructure by the Council is normally met by the imposition of developer contributions in accordance with the Council "Developer Contributions Plan 2022" document.</p>
<p>The loss of even more open spaces to residential development.</p>	<p>The land proposed for subdivision is not identified for open space (current or future).</p>

Table 1: Summary of issues raised and responses to concerns

### Outcome of consultation

The applicant has provided suitable responses to the concerns raised as part of the public exhibition. Impacts of existing roads are moderate and road surfaces and intersections will be upgraded to meet safety requirements.

The site has been identified for future residential development since 2010. Impact on adjoining residents during construction will be managed as part of the construction management plan and conditions of consent relating to the construction of future dwellings.

### Consultation with Transport for NSW

TfNSW notes for this DA:

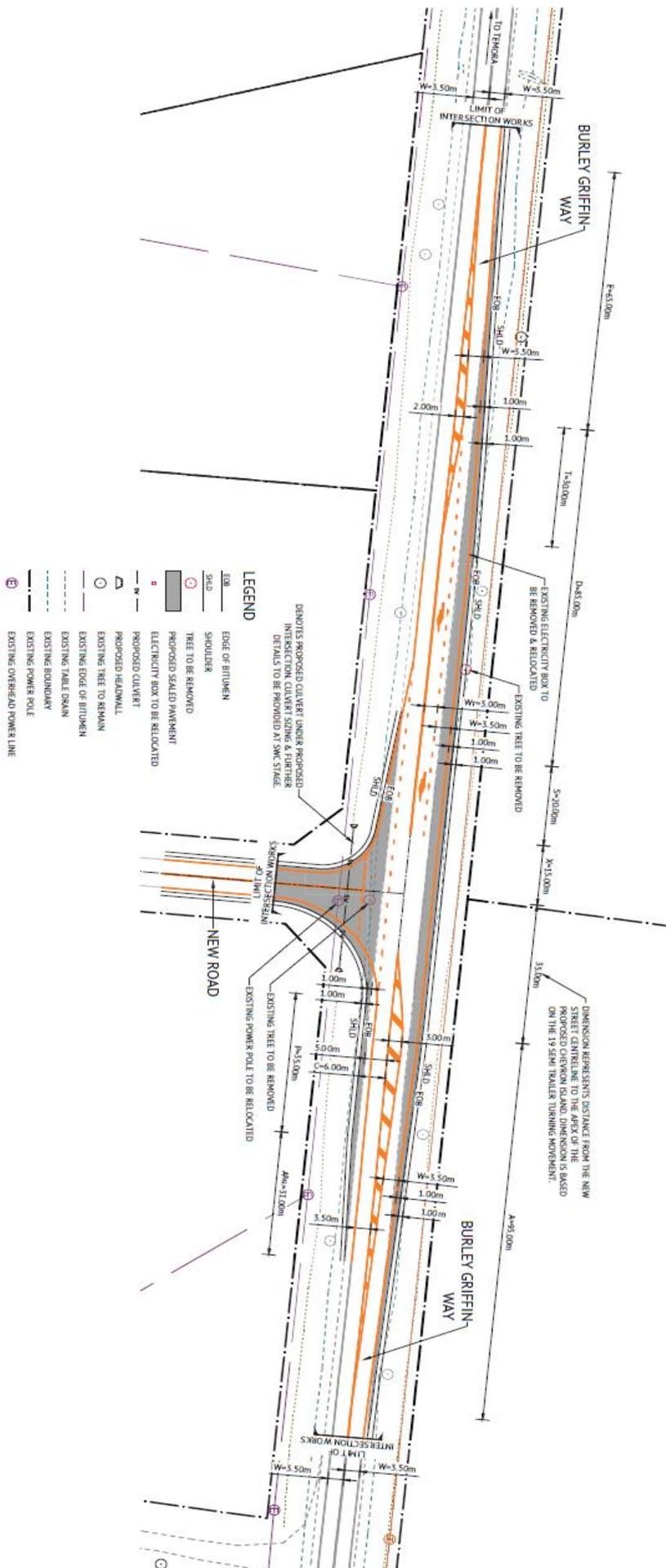
- The key road is the Burley Griffin Way which is a classified “state” road. The subject site has frontage and access to the Burley Griffin Way, as well as frontage to both Acacia Street and Delevan Street. Acacia Street & Delevan Street are classed as local roads within 100km/h speed zone;
- Council is seeking advice from TfNSW to assist in its assessment under clause 2.119 of *State Environmental Planning Policy (Transport and Infrastructure) 2021*;
- The development proposes subdivision of the subject site to create twenty eight (28) for large lot residential purposes along with internal roads and infrastructure
- The SEE states that access to the land would be from a new road network off Burley Griffin Road and Delevan Street. TfNSW did provide pre-DA advice connection of the subdivision road network to Acacia Street also be considered. The TIA addressed this consideration but concluded that connection to Acacia Street was “not practical nor economical for the development of 28 lots”;
- The updated TIA recommends Channelised Right Turn (short) CHR(s) facility be provided for eastbound vehicles travelling on Burley Griffin Way to turn right into the subdivision as per attachment 3. TfNSW also requires that a Basic Left Turn (BAL) facility also be provided.
- TfNSW notes that the plan shows a tree to be removed and a power pole to be relocated as part of the works for the proposed new intersection.

Council officers note that provided the relevant conditions from Transport for NSW are included, there is no objection to the proposed development.

The Plan shown below indicates the proposed new intersection for the subdivision.

Key features of the new intersection are:

- New chevron line marking to provide turning lane
- Relocation of power pole
- Removal of tree
- New intersection street lighting
- Give way and T-intersection signage



**Suitability of the Site**

The site is suitable for this development as it has been zoned for the purpose of large lot residential development for over 10 years. The proposed subdivision responds to the constraints of the site, being the existing topography and adjoining road network.

**Public Interest**

It is in the public interest to support development that provides an overall benefit to the community, which responds to the intentions of planning controls, provides investment, is located on a suitable site, responds to the constraints and features of the site, is sufficiently serviced and mitigates against the adverse impacts associated with the development.

**Conclusion**

The proposed development is in accordance with the zoning and Development Control Plan that applies to this site.

The proposal for the 28 lot large lot residential subdivision at 7853 Burley Griffin Way Temora is supported and is recommended for approval.

**RECOMMENDATION**

That approval be given to the Sunrise Foundation Limited for a 28 lot large lot residential subdivision at 7853 Burley Griffin Way, 34 Acacia Street, 47 Delavan Street and 53 Delavan Street, Temora.

**GENERAL**

1. The applicant shall carry out the proposal, and works shall be undertaken, generally in accordance with the information supplied to Council, detailed as follows:
  - (a) The Development Application 1/2024 dated received on 19 January 2024 submitted to Temora Shire Council
  - (b) Subdivision Plans, dated 29 January 2024, (10 pages) prepared by Laterals Planning
  - (c) The Statement of Environmental Effects, 29 January 2024, prepared by Laterals Planning
  - (d) Biodiversity Assessment Report, dated 5 December 2023, prepared by Macrozamia Environmental Consulting
  - (e) Land Capability Assessment, dated 6 September 2022, prepared by McMahon Earth Science
  - (f) Traffic Impact Assessment Rev C, dated 9 April 2024, prepared by Premiseunless otherwise specified by the conditions of this consent.
2. The use not commencing until such time as **ALL** the requirements of the conditions of this consent have been carried out to the reasonable satisfaction of Temora Shire Council, as signified in writing.

**Roads**

3. Road pavements must be designed to withstand impact from a 6/8.5t axle loading.
4. Road pavement design will be based on the provision of a flexible pavement in accordance with the following guides:  
AUSTROADS pavement Design Guide, or  
AUSTROADS structural Design of Road Pavements

5. Road ways are to be sealed the full width pavement of 8 metres with 1 metre unsealed shoulder either side. The bitumen is to be class 170 bitumen with a two coat 10mm/7mm chip seal. Sealing work will be done in accordance with good industry practice and safety standards.
6. All conduit trenches are to be at a grade not less than 1%. Trenches are to be backfilled using compacted gravel or 3% cement stabilised sand to sub grade level. Conduits will be installed by under boring sealed roads.
7. The development shall be constructed in accordance with Design Specification – Austroads Guide to Road Design Series & Austroads Guide to Traffic Management, including the following controls:

Reserve Width – 20m

Pavement / Seal width – 8.0m

Cross fall – 2-way 3% cross fall

Vertical Alignment – Min 0.5%, max 10%. Vertical curve where change in grade > 1%

Flooding – Overland flow path for arterial drainage to be considered in road design.

Verge – 2 x 5.5m

#### Subgrade Pavement

Cut areas remove topsoil min 200mm. Rip and recompact natural to 150mm depth (subject to being in cut)

Fill areas remove topsoil (min 200mm) and replace with 40mm compacted ridge gravel to subgrade level

#### Subbase Pavement

150mm DGS 40 or Council approved ridge gravel (Wienckes or Stewarts Gravel Pit)

#### Base pavement

150mm DGB20 or alternate,

150mm (50/50 blend of DGB20/Council approved ridge gravel)

#### Inspection & Testing

Council inspection of each pavement stage (Subgrade, Subbase and Base) required prior to completion or covering of each stage

Testing of construction process for both subbase and base pavement layers

3 x compaction tests on full depth of each pavement layer following first day's production

Pass requirement  $\geq$  100% of standard compaction for each test

#### Geometric tolerance

Road– Vertical geometric tolerance +20mm to -10mm from design finish surface level.

Horizontal geometric tolerance within 50mm of design alignment

### Wearing Surface

Road ways are to be sealed the full width. The bitumen is to be class 240 bitumen with a two coat 10mm/7mm chip seal. Sealing work will be done in accordance with good industry practice and safety standards. Council will require the installation of a 500mm wearing strip at the time of any new access to the public road

### Road Crossings

All conduit trenches are to be at a grade not less than 1%. Trenches are to be backfilled using compacted gravel to a minimum 98% of standard compaction or 3% cement stabilised sand to sub grade level – NOTE Council inspection point.

Road crossings on established roads may be open cut with the approval of Council Constructed perpendicular to the road centreline

A driveway crossing will be constructed to provide access from the public road across the road reserve to the boundary of each new allotment

The driveway crossing will be constructed to the following standards:

A minimum of 125mm DGS 20 ridge gravel from a source approved by Council.

All public road shoulders are to be sealed to within the subdivision boundaries

Subdivisions that propose to create or open public roads are to provide full details of road plans and specifications

Only two (2) driveway crossings per street frontage are permitted

The maximum width per crossing is six (6) m.

Corner allotments - minimum distance crossings are to be located from road intersection is six (6)m

The minimum separation between crossings is two (2) m The minimum distances for crossings from common property boundary is 0.5m

Driveway access points will incorporate minimum 300mm pipes with headwalls T able drains will be provided

Road pavements must be designed to withstand impact from a 6/8.5t axle loading

8. Streets are to have street name signs installed at all intersections.
9. The proposed road names shall be Road 1: Mitchell Place and Road 2: Bluett Place. The road names shall be approved by the Geographical Names Board prior to finalisation.

### **Transport for NSW conditions**

10. Works within the Burley Griffin Way shall be located, designed and constructed generally in accordance with the submitted Plan and Austroads Guide to Road Design to the satisfaction of Transport for NSW as amended by the following:
  - (a) As a minimum the intersection of the new access road with the Burley Griffin Way shall be as a sealed Channelised Right Turn (short) CHR(s)/Basic Left Turn (BAL) intersection treatment in accordance with the Austroads Guide to Road Design for the posted speed limit
  - (b) The design vehicle for the works on Burley Griffin Way shall be a 36.5m Road Train heavy vehicle.

- (c) The intersection of the new road with the Burley Griffin Way shall be designed and constructed to prevent water from proceeding onto, or ponding within, the carriageway. Any culvert located within the clear zone of the Burley Griffin Way for the posted speed limit shall be constructed with a traversable type headwall.
- (d) As a minimum the pavement design of the carriageway of the Burley Griffin Way shall be in accordance with Austroads standards and to the satisfaction of Transport for NSW.

11. Vehicular and pedestrian access directly to the road reserve of the Burley Griffin Way for proposed Lots 1, 18, 19 and 20 is denied. Gates directly to the road reserve of Burley Griffin are denied. A covenant shall be created, with the Council empowered to uplift, over these allotments to enforce these restricted access requirements.
12. Any driveway to proposed Lots 18 and 19 from the new internal road shall be located a minimum of 50 metres from the road reserve of the Burley Griffin Way. A covenant shall be created, with the Council empowered to uplift, over these allotments to enforce this restricted access requirement.
13. Prior to the release of the plan of survey any existing vehicular access points or gates to the Burley Griffin Way with the exception of the proposed new road shall be removed and the road reserve reinstated to match surrounding roadside landform in accordance with Council requirements.
14. Provision shall be made available for access for buses to service the proposed subdivision from the proposed internal roads. Pedestrian access to any bus service from the road reserve of the Burley Griffin Way is denied

### **Street lighting**

15. Street lighting is to be provided in accordance with Council's street lighting policy, EW 12.
16. Street lighting for the development shall include Essential Energy approved components.
17. Street lighting shall be provided at all intersections and 90 degree bends in the proposed roads. A street lighting plan shall be submitted by the developer to the satisfaction of Council as part of construction plans.

### **Landscaping**

18. Street trees are to be provided and planted by the developer at the rate of one tree per lot frontage, with advanced species to be approved by Council. Planting shall be in accordance with Council Policy EW8 section 4.3.2 and 4.3.3.
19. The developer shall provide a landscaping plan to be considered and approved by Council, prior to landscaping works commencing.

### **Sewerage**

20. Sewage management is to be undertaken in accordance with Section C Development Controls - Sewage Management

**Stormwater**

- 21. The applicant shall ensure that the site is serviced with stormwater infrastructure to the following design requirements:  
 Underground pipe network 10% AEP  
 Overland / overflow arterial network 1% AEP  
 Geometric tolerance: Horizontal tolerance +/- 100mm from design alignment. Vertical tolerance +/- 15mm of design grade line
- 22. Detailed drainage design plans for each stage of subdivision must be submitted with the subdivision certificate application for that stage of subdivision. Detailed calculations of stormwater management will be required at the subdivision application stage for servicing the development. The plans shall be prepared by a suitably qualified and experienced engineer, to the satisfaction of Council.
- 23. Stormwater management infrastructure shall be provided to ensure post development flows do not exceed pre-development flows, for both quantity and quality, for storm events up to and including the 1 in 100 year storm event.

**Collection Pipe Drainage**

- 24. Where possible / practical trunk pipe drainage shall be located in Council road reserve, < 600mm where practical placed behind kerb, > 600mm in front of edge on road pavement will be considered (Road Crossing backfill required)
- 25. Minimum 0.3m cover to subgrade level

**Drainage Materials**

- 26. All instances excluding minor inter-lot drainage, piped drainage infrastructure shall be Rubber Ring Joint Reinforced Concrete Pipe (Class 4)
- 27. All drainage pits are to be of reinforced concrete construction
- 28. Minor rear of lot drainage pipe ≤ 300mm may be minimum class 8 uPVC pipe

**Testing**

- 29. Process testing maximum of 3 x compaction tests (across project) of stormwater road crossings at Councils discretion
- 30. Pass requirement ≥ 98% of standard compaction for each test

**Servicing**

- 31. A Compliance Certificate for the required drainage infrastructure works identified in Column 1 at the times specified in Column 2 must be obtained from Council.

COLUMN 1	COLUMN 2
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Stormwater Drainage	When all stormwater drainage work is installed and prior to concealment.
Final	Prior to issue of subdivision certificate.

**Prior to release of Survey Certificate**

- 32. A Subdivision Certificate, pursuant to Section 6.3 of the Environmental Planning and Assessment Act 1979, as amended must be obtained from Council, prior to its lodgement with the Lands Titles Office.

The Final Survey Plan (two paper copies and an electronic copy) must be submitted to Council along with the application for Subdivision Certificate and associated checklist.

- 33. Prior to the issue of Subdivision Certificate one A3 set of plans and an electronic copy of the Works-As-Executed plans for all sewerage infrastructure works must be submitted to Council and must detail the works as approved under this consent. The information on the Works-As-Executed plans shall be as specified in Council’s applicable Guidelines.
- 34. A Subdivision Certificate, pursuant to Section 6.3 of the Environmental Planning and Assessment Act 1979, as amended must be obtained from Council, prior to its lodgement with the Lands Titles Office.

The Final Survey Plan (two paper copies and an electronic copy) must be submitted to Council along with the application for Subdivision Certificate and associated checklist.

NOTE: Council will only consider issuing a Subdivision Certificate in relation to this subdivision when it is satisfied that all conditions of development consent relating to the subdivision have been complied with and the appropriate fee paid.

- 35. The development (each lot) shall be serviced with electricity, water, and telecommunications prior to the issue of subdivision certificate the following documents shall be submitted to Council to demonstrate that the requirements of the public utility services have been met:
  - i) Essential Energy: Notification of Arrangement OR Certificate of Acceptance
  - ii) Goldenfields Water County Council: Certificate of Compliance
  - iii) Relevant Telecommunications Authority: Notification of Arrangement OR Certificate of Acceptance
- 36. Easements as identified in the Water and Drainage Plan, burdening Lots 12, 13, 23 and 26 shall be registered with these lots.

**Services**

- 37. Service Protection: Any existing services on the land that supply reticulated water, mains electrical power, or telecommunications, supplying dedicated or shared services to either allotment shall be protected by a legally created easement on the linen plan.
- 38. An adequate potable water supply will be connected to all new developments.
- 39. Fire Hydrants: Fire hydrants will be provided in accordance with AS2419 and be delineated by blue markers in the centre of the road pavement.

40. Reticulated water can be supplied from the main at the corner of Narraburra St and Burley Griffin Way.
41. The new main supplying the subdivision will require approval from Goldenfields Water County Council (GWCC).
42. Approval would be required from Transport NSW, for any mains constructed along Burley Griffin Way.
43. GWCC shall be requested inspect the materials and construction, and require pressure testing and sterilization with payment to GWCC, with payment in accordance with their fees and charges.
44. Each lot would require a service riser of the main. Payment of the application fees of \$4,000 (\$200/lot) and Developer infrastructure Charges of 1.2 ET/lot apply (\$9,360).

Note: Any future use in excess of 1 ET (250 kilolitres per annum would require additional developer infrastructure charges at the owner's expense.

### **Environmental**

45. All practicable measures must be taken to prevent and minimise harm to the environment as a result of the construction and operation of the development.
46. All operations and activities occurring at the premises must be carried out in a manner that will minimise dust at the boundary of the premises.
47. Signage: Site signage shall apply and must be erected on site in a prominent, visible position for the duration of the construction.
  - Stating the unauthorised entry to the site is not permitted;
  - Showing the name of the builder or another person responsible for the site and a telephone number at which the builder or other persons can be contacted outside working hours; and
  - The name, address and telephone contact of the Principal Certifying Authority for the work.
48. Construction materials and equipment must be stored, in a neat and tidy manner, wholly within the work site unless an approval to store them elsewhere is held.
49. The work site must be left clear of waste and debris at the completion of the works.
50. Hours of Construction: construction work on the project shall be limited to the following hours:

Monday to Friday	7:00am to 6:00pm
Saturday	8:00am to 5:00pm

No work to be carried out on Sunday/Public Holidays, without prior consent from Council.

### **Amenity**

51. A building envelope, shown on the plan of subdivision, is required by Council for new development, for reasons of neighbour amenity.

### **CONSTRUCTION**

52. The developer must enter into a Works Authorisation Deed (WAD) with the TfNSW, or other suitable arrangement as agreed to by TfNSW, for all works on the Burley Griffin Way.

*Notes:*

*A WAD is a legally binding contract between TfNSW and the developer, authorising the developer to undertake works on a State road.*

*To progress the WAD, the developer needs to email a copy of the conditions of development consent to [development.south@transport.nsw.gov.au](mailto:development.south@transport.nsw.gov.au).*

*All roadworks and traffic control facilities must be undertaken by a pre-qualified contractor. A copy of pre-qualified contractors can be found on the RMS website at: <https://www.transport.nsw.gov.au/operations/roads-and-waterways/business-and-industry/partners-and-suppliers/tenders-and-11>*

*Any new services or modifications to existing services associated with this development application that involve works on, over or under the Burley Griffin Way (as defined the area from kerb to kerb) must be incorporated into, and managed under, the Works Authorisation Deed for the project. Note: It is the developer's responsibility to identify these works to TfNSW project manager.*

*More information on WADs can be found at:*

*<https://www.transport.nsw.gov.au/operations/roads-and-waterways/business-and-industry/partners-and-suppliers/private-development-1-2>*

53. Prior to the commencing works within the road reserve, the developer must:

- (a) Obtain Section 138 consent under the Roads Act, 1993 for the works associated with the WAD.

*Notes:*

- TfNSW will be exercising its powers under Section 64 of the Roads Act, 1993 to become the roads authority for works associated with the WAD and therefore responsible for issuing the Section 138 consent for those specific works.*

- (b) Apply for, and obtain a Road Occupancy Licence (ROL) from the TfNSW Traffic Operations Unit (TOU) prior to commencing roadworks on a State road or any other works that impact a travel lane of a State road or impact the operation of traffic signals on any road.

*Notes:*

- For information on the ROL process and to lodge an ROL application, please visit: <https://www.transport.nsw.gov.au/operations/roads-and-waterways/business-and-industry/road-occupancy-licences>*
- The applicant will need to create an account (this may take a few days to register), prior to submitting the ROL application. The applicant must submit the ROL application 10 business days prior to commencing work. It should be noted that receiving an approval for the ROL within this 10 business day period is dependent upon TfNSW receiving an accurate and compliant TMP.*
- The application will require a Traffic Management Plan (TMP) to be prepared by a person who is certified to prepare Traffic Control Plans. Should the TMP require a reduction of the speed limit, a Speed Zone Authorisation will also be required from the TOU.*
- An approved ROL does not constitute an approval to commence works until an authorisation letter for the works has been issued by TfNSW Project Manager.*

54. Prior to the issuing of the Survey Certificate, the developer must provide evidence to Transport for NSW to demonstrate that all works within the road reserve have been completed in line with the approved plans and documentation.
55. The applicant shall be responsible for compliance with the requirements of the WorkCover Authority of NSW.
56. Site Safety: all activities including, loading and unloading associated with this development are to take place within the subject site only.
57. Waste Storage during Construction: Provision shall be made on site for the proper storage and disposal of waste such that no builders waste shall be left in the open. Specific attention should be given to items which are subject to relocation by the action of wind.
58. Waste Disposal: all debris and any waste fill is to be removed from the site and disposed of at Temora Garbage Depot, in the building refuse section of the garbage depot. Please note that a separate fee applies for disposal of waste at Council's waste depot.
59. Pursuant to Section 7.12 of the Environmental Planning and Assessment Act 1979, the monetary contribution of \$24,370 as a S7.12 development levy is to be paid to Temora Shire Council prior to the issue of Construction Certificate. The contribution is current as at the date of this consent and is levied in accordance with the Temora Shire Section Developer Contributions Plan 2020, which may be viewed during office hours at Council's Offices, 105 Loftus Street, Temora, or on Council's website [www.temora.nsw.gov.au](http://www.temora.nsw.gov.au).

The contribution payable will be calculated in accordance with the contributions plan current at the time of payment, and will be adjusted at the time of payment in accordance with the Consumer Price Index (CPI) (All Groups Index for Sydney) published by the Australian Bureau of Statistic (ABS). Contribution amounts will be adjusted by Council each financial year.

#### **Recommendation**

It is recommended that Council a

#### **RECOMMENDATION**

It is recommended that Council a

***Report by Claire Golder***

## Transport for NSW



11 April 2024

TfNSW reference: STH24/00182  
Your reference: DA1/2024 (PAN-405311)

Temora Shire Council  
By Email: [cgolder@temora.nsw.gov.au](mailto:cgolder@temora.nsw.gov.au)  
CC: [temshire@temora.nsw.gov.au](mailto:temshire@temora.nsw.gov.au)

Attention: Claire Golder

**DA1/2024 (PAN-405311) – Proposed Residential Subdivision – LOTS 549 & 550 DP750857 & LOTS 15 & 16 DP1077809 – Burley Griffin Way, Acacia Street & Delevan Street, TEMORA**

Dear Claire

Transport for NSW (TfNSW) is responding to the DA1/2024 originally referred on 4 March 2024 with additional information being provided on 2 April 2024.

TfNSW has reviewed the information and has no objections to the proposed development provided the conditions in Attachment 1 are included in the development consent.

TfNSW notes that in determining the application under Part 4 of the *Environmental Planning & Assessment Act 1979* it is the consent authority's responsibility to consider the environmental impacts of any road works that are ancillary to the development (such as removal of trees, relocation of utilities, stormwater management, etc). Depending on the nature of the works, the Council may require the developer to submit a further environmental assessment for any ancillary road works.

On Council's determination of this matter, please forward a copy of the Notice of Determination to TfNSW. If you have any questions, please contact me on 0417 508 107 or email [development.south@transport.nsw.gov.au](mailto:development.south@transport.nsw.gov.au).

Yours faithfully

A handwritten signature in purple ink, appearing to read "Cam O'Kane".

**Cam O'Kane**  
Case Officer, Development Services South

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## Transport for NSW



### Attachment 1

#### DA1/2024 (PAN-405311) – Proposed Residential Subdivision – LOTS 549 & 550 DP750857 & LOTS 15 & 16 DP1077809 – Burley Griffin Way, Acacia Street & Delevan Street, TEMORA

#### Context

TfNSW notes for this DA:

- The key road is the Burley Griffin Way which is a classified “state” road. The subject site has frontage and access to the Burley Griffin Way, as well as frontage to both Acacia Street and Delevan Street. Acacia Street & Delevan Street are classed as local roads within 100km/h speed zone;
- Council is seeking advice from TfNSW to assist in its assessment under clause 2.119 of *State Environmental Planning Policy (Transport and Infrastructure) 2021*;
- The development proposes subdivision of the subject site to create twenty eight (28) for large lot residential purposes along with internal roads & infrastructure as per **Attachment 2**;
- The proposal is supported by a Statement of Environmental Effects (SEE) prepared by Laterals Planning dated January 2024 and an updated Traffic Impact Statement (TIA) prepared by Premise Group Pty Ltd dated April 2024;
- The SEE states that access to the land would be from a new road network off Burley Griffin Road and Delavan Street. TfNSW did provide pre-DA advice connection of the subdivision road network to Acacia Street also be considered. The TIA addressed this consideration but concluded that connection to Acacia Street was “not practical nor economical for the development of 28 lots”;
- The updated TIA recommends Channelised Right Turn (short) CHR(s) facility be provided for eastbound vehicles travelling on Burley Griffin Way to turn right into the subdivision as per **attachment 3**. TfNSW also requires that a Basic Left Turn (BAL) facility also be provided.
- TfNSW notes that **attachment 3** also shows a tree to be removed and a power pole to be relocated as part of the works for the proposed new intersection.

#### General Conditions

1. Works within the Burley Griffin Way shall be located, designed and constructed generally in accordance with the submitted Plan (**attachment 3**) and Austroads Guide to Road Design to the satisfaction of Transport for NSW as amended by the following:
  - a) As a minimum the intersection of the new access road with the Burley Griffin Way shall be as a sealed Channelised Right Turn (short) CHR(s)/Basic Left Turn (BAL) intersection treatment in accordance with the Austroads Guide to Road Design for the posted speed limit
  - b) The design vehicle for the works on Burley Griffin Way shall be a 36.5m Road Train heavy vehicle.

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- c) The intersection of the new road with the Burley Griffin Way shall be designed and constructed to prevent water from proceeding onto, or ponding within, the carriageway. Any culvert located within the clear zone of the Burley Griffin Way for the posted speed limit shall be constructed with a traversable type headwall.
  - d) As a minimum the pavement design of the carriageway of the Burley Griffin Way shall be in accordance with Austroads standards and to the satisfaction of Transport for NSW.
2. Vehicular and pedestrian access directly to the road reserve of the Burley Griffin Way for proposed Lots 1, 18, 19 and 20 is denied. Gates directly to the road reserve of Burley Griffin are denied. A covenant shall be created, with the Council empowered to uplift, over these allotments to enforce these restricted access requirements.
  3. Any driveway to proposed Lots 18 and 19 from the new internal road shall be located a minimum of 50 metres from the road reserve of the Burley Griffin Way. A covenant shall be created, with the Council empowered to uplift, over these allotments to enforce this restricted access requirement.
  4. Prior to the release of the plan of survey any existing vehicular access points or gates to the Burley Griffin Way with the exception of the proposed new road shall be removed and the road reserve reinstated to match surrounding roadside landform in accordance with Council requirements.
  5. Provision shall be made available for access for buses to service the proposed subdivision from the proposed internal roads. Pedestrian access to any bus service from the road reserve of the Burley Griffin Way is denied.

**Prior to the issuing of a Construction Certificate, the developer must:**

1. Enter into a Works Authorisation Deed (WAD) with the TfNSW, or other suitable arrangement as agreed to by TfNSW, for all works on the Burley Griffin Way.

*Notes:*

- A WAD is a legally binding contract between TfNSW and the developer, authorising the developer to undertake works on a State road.
- To progress the WAD, the developer needs to email a copy of the conditions of development consent to [development.south@transport.nsw.gov.au](mailto:development.south@transport.nsw.gov.au).
- All roadworks and traffic control facilities must be undertaken by a pre-qualified contractor. A copy of pre-qualified contractors can be found on the RMS website at: <https://www.transport.nsw.gov.au/operations/roads-and-waterways/business-and-industry/partners-and-suppliers/tenders-and-11>
- Any new services or modifications to existing services associated with this development application that involve works on, over or under the Burley Griffin Way (as defined the area from kerb to kerb) must be incorporated into, and managed under, the Works Authorisation Deed for the project. Note: It is the developer's responsibility to identify these works to TfNSW project manager.
- More information on WADs can be found at: <https://www.transport.nsw.gov.au/operations/roads-and-waterways/business-and-industry/partners-and-suppliers/private-development-1-2>

**Prior to the commencing works within the road reserve, the developer must:**

1. Obtain Section 138 consent under the Roads Act, 1993 for the works associated with the WAD.

*Notes:*

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- TfNSW will be exercising its powers under Section 64 of the Roads Act, 1993 to become the roads authority for works associated with the WAD and therefore responsible for issuing the Section 138 consent for those specific works.

2. Apply for, and obtain a Road Occupancy Licence (ROL) from the TfNSW Traffic Operations Unit (TOU) prior to commencing roadworks on a State road or any other works that impact a travel lane of a State road or impact the operation of traffic signals on any road.

**Notes:**

- For information on the ROL process and to lodge an ROL application, please visit: <https://www.transport.nsw.gov.au/operations/roads-and-waterways/business-and-industry/road-occupancy-licences>
- The applicant will need to create an account (this may take a few days to register), prior to submitting the ROL application. The applicant must submit the ROL application 10 business days prior to commencing work. It should be noted that receiving an approval for the ROL within this 10 business day period is dependent upon TfNSW receiving an accurate and compliant TMP.
- The application will require a Traffic Management Plan (TMP) to be prepared by a person who is certified to prepare Traffic Control Plans. Should the TMP require a reduction of the speed limit, a Speed Zone Authorisation will also be required from the TOU.
- An approved ROL does not constitute an approval to commence works until an authorisation letter for the works has been issued by TfNSW Project Manager.

**Prior to the issuing of the Survey Certificate, the developer must:**

1. Provide evidence to Transport for NSW to demonstrate that all works within the road reserve have been completed in line with the approved plans and documentation.

**Further to the above suggested conditions the Council may also give consideration to the following advice:**

- The internal road network and roadside environment should be designed, constructed and maintained to provide a safe environment for all road users and to encourage compliance with the desired speed limit through the subdivision in accordance with the NSW speed zoning guidelines.
- The proposed subdivision may represent a need to review the current speed zone in surrounding streets in accordance with the current speed zone guidelines. Any changes deemed necessary to the speed limit should be at full cost to the developer.
- The subdivision should be designed and staged to provide for alternative routes for vehicular access to allow for distribution of traffic and alternative means of access for emergency vehicles to allotments.
- The internal road network is to provide for ease of access for larger vehicles such as public transport, service and construction vehicles (eg Garbage trucks, delivery trucks). Bus stop facilities are to be provided within the estate for the convenience of the user in accordance with relevant guidelines.
- Transport for NSW encourages the provision of facilities to provide for alternative means of travel to the motor vehicle. Facilities are required to be extended to and provided through the subdivision for the safe and effective movement of pedestrians and cyclists to facilities such as nearby schools, sporting and shopping facilities.

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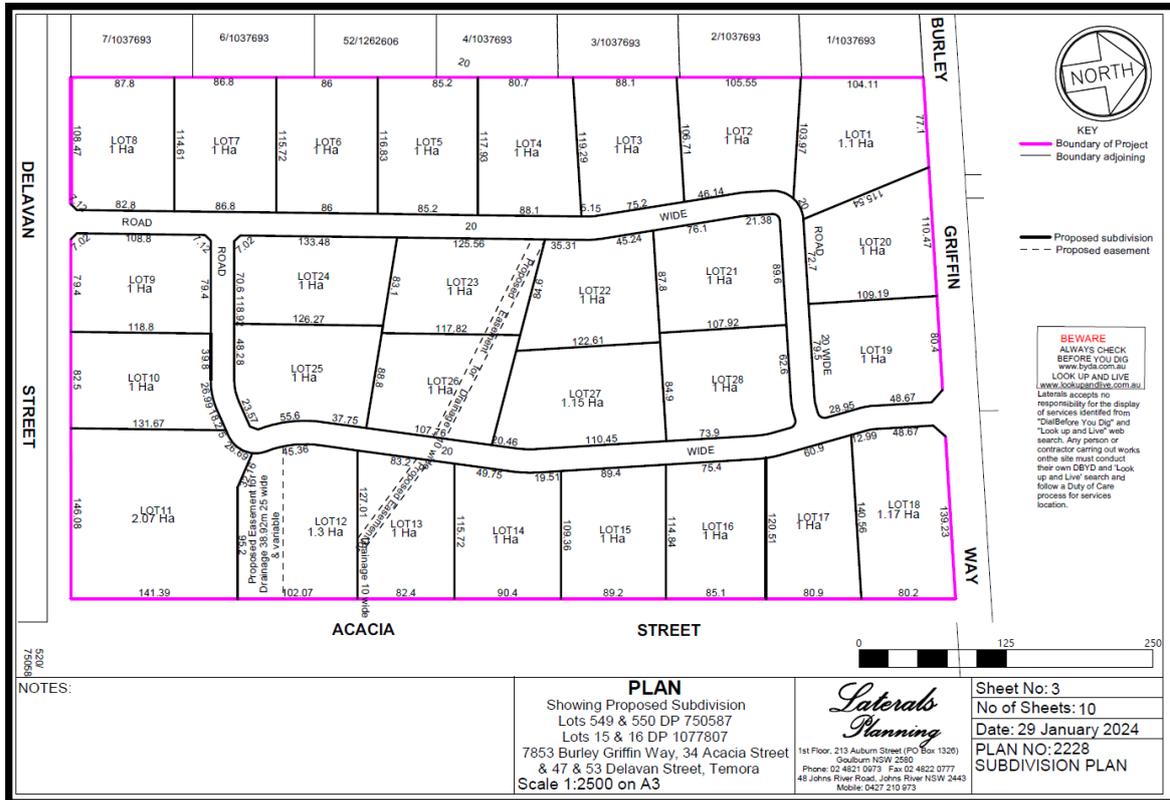
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Attachment 2



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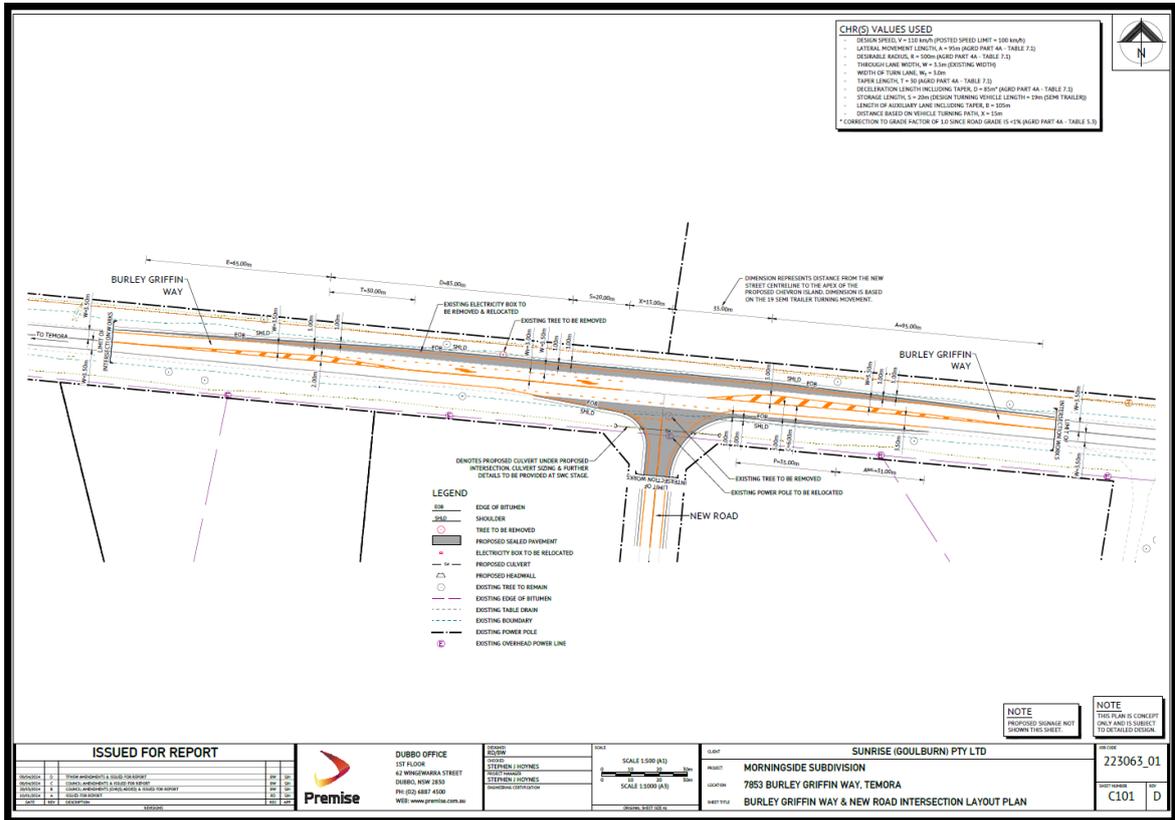
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Transport for NSW



Attachment 3



ISSUED FOR REPORT			
NO.	DESCRIPTION	DATE	BY
1	PREPARED AND CHECKED BY ENGINEER	18/04/24	STEPHEN HYNES
2	DESIGNED AND CHECKED BY ENGINEER	18/04/24	STEPHEN HYNES
3	DESIGNED AND CHECKED BY ENGINEER	18/04/24	STEPHEN HYNES
4	DESIGNED AND CHECKED BY ENGINEER	18/04/24	STEPHEN HYNES

**DUBBO OFFICE**  
 1ST FLOOR  
 42 WINDHAMBA STREET  
 DUBBO, NSW 2830  
 PH (02) 8887 4100  
 WEB www.premise.com.au

**DESIGNED BY**  
 STEPHEN HYNES  
**CHECKED BY**  
 STEPHEN HYNES  
 PROJECT NO. 223063\_01

**DATE**  
 SCALE 1:500 (A3)  
 SCALE 1:500 (A4)

**SUBJECT**  
 SUNRISE (GOULBURN) PTY LTD  
 MORNINGSIDE SUBDIVISION  
 7853 BURLEY GRIFFIN WAY, TEMORA  
 BURLEY GRIFFIN WAY & NEW ROAD INTERSECTION LAYOUT PLAN

**PROJECT NO.**  
 223063\_01

**REVISION**  
 C101

**DATE**  
 18/04/24

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## 15 ADMINISTRATION AND FINANCE

### 15.1 ACCOUNTING FOR RFS ASSETS

**File Number:** REP24/361

**Author:** Director of Administration & Finance

**Authoriser:** Director of Administration & Finance

**Attachments:** 1. TOR - Public Accounts Committee  

#### REPORT

The purpose of this report is to inform Council of recent developments in relation to the requirement to account for Rural Fire Service (RFS) assets.

In December 2023 the Office of Local Governments (OLG's) Code of Accounting Practice was released with the following inclusion in relation to RFS assets:

*Councils should recognise material firefighting equipment in their financial statements.*

*Councils derive benefits from the rural firefighting equipment's service potential on the basis they have delegated their legal responsibilities for bushfire prevention, under Part 4 Bush Fire Prevention of the RF Act, to prevent the transmission of fire from council landholdings (particularly asset protection zones) to private land holdings through the District Service Agreements with the RFS.*

The OLG's Code changes document states "Wording of commentary in section C1-8 has been updated to reflect the Government's position on the accounting treatment of rural firefighting equipment". The Code is meant to be a document for Councils to comply with in accordance with the Act & Regulations. It is unclear whether "should" means "must" or whether the inclusion of this paragraph is purely providing the State Government's view.

To date, Council's position on accounting for RFS assets is that Council does not control the assets and therefore should not recognise their value in the financial statements. This position is consistent with the OLG's Parker report which clearly and very articulately concluded that Councils do not control RFS assets and should not include them in the financial statements.

A further development in relation to the accounting for RFS assets is the commencement of the NSW Parliamentary Public Accounts Committee inquiry into the "Assets, premises and funding of the Rural Fire Service". The terms of reference of the inquiry are attached and include reporting on:

- the mechanism for accounting for the ownership of RFS assets and premises
- operational management, including the control of assets and premises.

In recent meetings with Council's auditors it has been suggested that if Council conducted a stocktake of RFS assets and the value was immaterial, Council could avoid a qualified audit opinion despite non-recognition of the assets. The value of RFS assets would almost certainly be material for Council and more importantly, recognition of the assets would not be in accordance with Accounting Standards or Council's current position on the matter.

Officers suggest that Council maintain its current position in relation to accounting for RFS assets and accept qualified audit opinions on the financial statements. A future report will be provided to Council once the outcomes of the inquiry are released.

**RECOMMENDATION**

It is recommended that Council refuse to perform a stocktake and condition assessment of RFS assets, continuing to take the stance of not recognising RFS assets in the financial statements,  
AND FURTHER

That Council will accept a qualified audit opinion on future financial statements in relation to the accounting for RFS Assets.

***Report by Elizabeth Smith***



## LEGISLATIVE ASSEMBLY

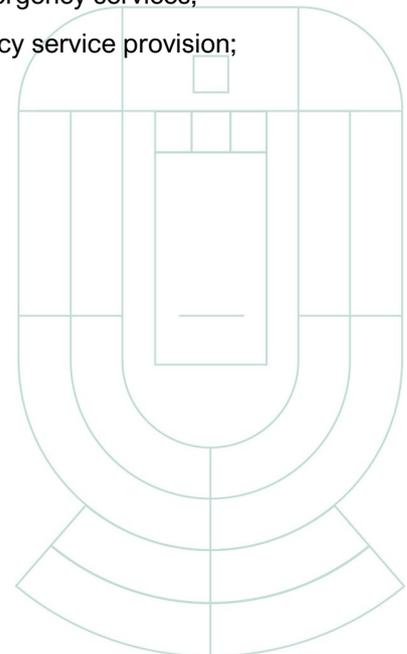
Public Accounts Committee

### Inquiry into the assets, premises and funding of the NSW Rural Fire Service

#### Terms of Reference

That the Public Accounts Committee inquire into and report on:

1. The mechanisms for:
  - a. funding Rural Fire Service assets and premises;
  - b. Maintaining Rural Fire Service assets and premises;
  - c. Accounting for the ownership of Rural Fire Service assets and premises;
  - d. Operational management, including the control of assets and premises, risks, and impacts to local government, and the ability to effect a response to emergencies;
2. Whether the following arrangements between Councils and the Rural Fire Service are fit for purpose:
  - a. Service agreements;
  - b. The division of responsibilities for bushfire management and hazard reduction;
  - c. Upkeep of assets;
  - d. The provision of insurance;
  - e. Provision of land and construction management for RFS premises;
  - f. Bushfire Management Committees
3. The appropriate role for local authorities in the provision of emergency services;
4. the sustainability of local government contributions to emergency service provision;
5. Any other related matters.



**16 CORRESPONDENCE****16.1 ARIAH PARK COMMUNITY PROJECTS - SECOND GLANCE OP SHOP ARIAH PARK RATE REDUCTION 2023/24****File Number:** REP24/313**Author:** Director of Administration & Finance**Authoriser:** Director of Administration & Finance**Attachments:** 1. **Ariah Park Community Projects - Op Shop Rates Rebate** [↓](#) **REPORT**

Ariah Park Community Projects have applied for a rate rebate for the Second Glance Op Shop at 75-77 Coolamon Street, Ariah Park for the 2023/24 rates.

General rates for the assessment are \$309.28. A donation of 25% equates to \$77.32.

A donation of 25% of the general rates was given in 2019 and 2020.

Council may wish to consider including an action in future iterations of the operational plan to provide for a rate rebate of 25% of general rates each year, upon request from the committee.

*NOTE: Donations for 2023/2024 are \$9,700.59 with a total budget of \$15,000.*

*\$5,299.41 budget remaining*

**RECOMMENDATION**

It is recommended that Council provide a donation equivalent to 25% of the general rates for the Second Glance Op Shop at Ariah Park

AND FURTHER,

That Council include an action in future iterations of the operational plan to provide for a rate rebate of 25% of general rates each year, upon request from the committee.

***Report by Elizabeth Smith***

"Orroroo

222 Mirrool Road

Ariah Park NSW 2665

22th September 2023

The General Manager

Temora Shire Council

105 Loftus Street

Temora NSW 2666

Dear Madam,

Ariah Park Community Projects Committee have been advised that a rebate from Temora Shire Council may apply to our building in Coolamon Street

This letter is to request a rebate on the Temora Shire Council rates for The Second Glance Op-Shop and Echoes of Ariah Park Museum building on Coolamon Street, Ariah Park

Second Glance OP-Shop and Echoes of Ariah Park Museum is a volunteer run organisation where all funds raised are provided to the local community including "The Peppers" retirement villas, the Men's Shed and the Ariah Park Memorial Hall for example

A rebate therefore would benefit the Ariah Park Community

Thanking you for your consideration

Regards

Karin Walker



Treasurer

**17 BUSINESS WITH NOTICE**

Nil

**18 NOTICE OF MOTION**

Nil

**19 BUSINESS WITHOUT NOTICE - URGENT**

**20 COUNCILLORS INFORMATION PAPER****20.1 PROPOSED NOTICE OF MOTION (NOM) FOR 21 MARCH 2024 COUNCIL MEETING EXCLUDED**

**File Number:** REP24/365  
**Author:** General Manager  
**Authoriser:** General Manager  
**Attachments:** Nil

As per Clause 3.20 of the Code of Meeting Practice this report is provided to advise Council that a Notice of Motion (NOM), received by Cllr Anthony Irvine on 14 March 2024 for the 21 March 2024 Council Meeting was excluded from the Council Meeting Business Paper. On receipt of the NOM, advice was sought from Local Government New South Wales (LGNSW) and as a result of this advice the General Manager deemed that the business and the implementation of the business associated with the proposed NOM would be unlawful.

Clause 3.20 states:

*The general manager must not include in the agenda for a meeting of the council any business of which due notice has been given if, in the opinion of the general manager, the business is, or the implementation of the business would be, unlawful. The general manager must report, without giving details of the item of business, any such exclusion to the next meeting of the council.*

**20.2 ROAD SAFETY OFFICER REPORT - APRIL 2024**

**File Number:** REP24/380

**Author:** Environmental Secretary

**Authoriser:** General Manager

**Attachments:** 1. Road Safety Officer Report - April 2024 [↓](#) 

**Report:**

Please see attached Road Safety Officer Report for April 2024.



## ROAD SAFETY OFFICER REPORT – APRIL 2024

### Activities

- RSO created social media messaging for March.
- RSO created fatigue awareness editorial created for Temora Independent.
- RSO attended Ardlethan Races on 16 March. RSO provided courtesy breath testing opportunity for all spectators. Overall, we conducted 245 courtesy breath tests & 125 entrants to win the Plan B Swag.
- RSO attended Temora Traffic Committee meeting on 22 March.
- TfNSW Plan B Win a Swag competition for Easter long weekend opportunity offered to local venues. The Shamrock Hotel was the only TSC local venue to participate.
- RSO organized Easter Hamper social media competition. The aim of this competition was to raise awareness of the double demerit and fines that apply over the long weekend. Overall, we had 349 participants.
- RSO organized National Road Safety Week roundabout banners. These will be used for the week starting 5 May 2024.

**20.3 WORKS REPORT - MARCH 2024**

**File Number:** REP24/384  
**Author:** Secretary Engineering  
**Authoriser:** General Manager  
**Attachments:** Nil

**Main Roads**

- MR 57 Goldfields Way – inspection and routine maintenance
- MR 84 Burley Griffin Way – inspection and routine maintenance
- Main Rd MR 57 Clays Lane - project sealing
- MR 57 Seg 190, 550 - project sealing
- MR 84 Seg 200 – project sealing

**Local Roads**

- Howards Rd sealing seg 2
- Howards Rd upgrade – site preparation
- Culvert cleaning on various rural roads
- Traeger’s Lane resheet – formation and drainage
- Camps Lane resheet
- Maintenance grading
- Slashing and Spraying

**Urban Temora & Ariah Park**

- Urban slashing and spraying
- Parks and sporting field maintenance items
- Nicholson St seal
- Urban reseals
- Federal Park upgrade
- Bradley Park upgrade
- Beattie St kerb and gutter

**Works planned for April 2024**

- Howards Rd upgrade – causeway
- Culvert cleaning ongoing
- Britannia/Aurora St - new kerb and gutter
- Gallipoli St - drainage
- Victoria St – new underground pipe culverts
- Pucawan - upgrade project
- Little Crowley St - upgrade
- MR 57/84 - heavy patching program
- Camps Lane - resheet
- Reynolds Lane – new pipe culverts

- Ness's Lane – new pipe culverts
- Morangarell Rd - pipe culverts
- Camps Lane - resheet
- Wells Lane - resheet
- Weed spraying and slashing.
- Nixon's Lane - pipes and cutoff wall

*Report by Pat Kay*

**20.4 BUILDING APPROVALS - MARCH 2024**

**File Number:** REP24/338  
**Author:** Executive Assistant  
**Authoriser:** General Manager  
**Attachments:** Nil

**ENVIRONMENTAL PLANNING & ASSESSMENT ACT, 1979**

In accordance with the provisions of Section 4.59 of the Act, and Section 124 of the Regulations, notification is given that the undermentioned developments have recently been granted consent.

**DEVELOPMENT APPLICATIONS ISSUED**

- ✓ DA 5/2024 – Lot 2; DP 232452; 142 Aurora Street, Temora – Change of Use – Hair Salon
- ✓ DA 8/2024 – Lot 90; DP 750852 – 34-40 Harrison Street, Aria Park – Secondary Dwelling
- ✓ DA 11/2024 – Lot 173; DP 750624; 4702 Goldfields Way, Temora – Secondary Dwelling

**COMPLYING DEVELOPMENT CONSENTS ISSUED**

- ✓ CDC 12/2024 – Lot 41; DP 1237818 – 61 Rosena Road, Temora – Inground Swimming Pool
- ✓ CDC 14/2024 – Lot 2; DP 535196 – 91 Loftus Street, Temora – Residential Additions and Alterations
- ✓ CDC 15/2024 – Lot 1; DP 315614 – 178 Victoria Street, Temora – Inground Swimming Pool

**20.5 REGULATORY CONTROL - MARCH 2024**

**File Number:** REP24/385  
**Author:** Secretary Engineering  
**Authoriser:** General Manager  
**Attachments:** Nil

Item	Inspection/ Incidents (Number)	Orders Issued Y/N	Penalty Infringement Y/N	Notes
Illegal Parking	6	No	No	5x town inspections – no issues 1x monitor vehicle
Scooters & Bikes	0	No	No	No issues
School Zones	52	No	No	52x checks – no issues
Noise	2	Yes	No	1x no issue 1x monitor
Air Quality	1	No	No	1x fire no permit
Illegal Dumping/Littering	3	No	No	1x block condition 2x inspections
Overgrown/Untidy Blocks	6	No	No	6x monitor/ongoing
Lake Walking Track – leashed animals	61	No	No	61x inspections
Animal Welfare	20	No	No	1x animal check – police assist 2x surrendered 10x ongoing monitor 1x collected from pound 3x vet trip 3x missing dogs
Dangerous Dogs	2	No	No	2x checks no issues
Impounded	8	No	No	5x pound 3x owner found
Noise Animals	6	No	No	6x ongoing monitor
Nuisance Animals / Trapping	4	No	No	2x cat trap issued 2x bird monitor (airport)
Dead Animal Removal	3	No	No	1x kangaroo 1x ewe 1x house pet
Keeping of Horses in Residential Areas	1x	No	No	1x owner contacted
Main Street Sign Approvals Inspections	0	No	No	NIL
Rural Stock Incidents	3	No	No	3x monitor
Fruit Fly	NIL	No	No	NIL
Euthanised	2	No	No	1x feral cat 1x aggressive dog

Other	27	No	No	7x pound clean/feed 6x rest stop checks 7x checks – town drive 1x wasp nest 1x snake sighting – snake catcher contacted 1x bedding collection for pound – Junee 1x lock Teal St gate 1x rescue package collection for pound 1x neighbour complaint 1x cat trap drop off
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**Report by Ross Gillard**

**20.6 AUDIT RISK & IMPROVEMENT COMMITTEE MEETING MINUTES HELD 18 DECEMBER 2023**

**File Number:** REP24/359

**Author:** Director of Administration & Finance

**Authoriser:** Director of Administration & Finance

**Attachments:** 1. ARIC Minutes - 18 December 2023 [↓](#) 

**TEMORA SHIRE COUNCIL**  
**AUDIT, RISK & IMPROVEMENT COMMITTEE MEETING**  
**Monday 18 December 2023**  
**10:00am**



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**In Attendance** – Elizabeth Smith (Temora Shire Council), Cr Claire McLaren (Temora Shire Council), Peter Veneris (Lockhart Shire Council)(Zoom), Craig Fletcher (Lockhart Shire Council)(Zoom), Shayne Perrot (Community Member), Grant Nicholson (Enterprise Risk Manager), Dannielle MacKenzie (Crowe)(via Zoom), Hong Wee Soh (NSW Audit Office)(Zoom), Stephen Bunting (Morrison Low)(Zoom).

## **MINUTES**

### **1. WELCOME**

The meeting was opened by Peter Veneris at 10.00am.

### **2. APOLOGIES**

Melissa Boxall

#### **RESOLUTION:**

*It was resolved on the motion of Mr Craig Fletcher seconded Mr Shayne Perrot that apologies from General Manager, Ms Melissa Boxall be received and accepted.*

### **3. CONFIRMATION OF MINUTES**

Minutes of meeting 27 July 2023 are attached.

#### **RESOLUTION:**

*It was resolved on the motion of Mr Craig Fletcher seconded Mr Shayne Perrot that the minutes of the Audit, Risk and Improvement Committee Meeting held 27 July 2023 be adopted.*  
*Carried.*

### **4. INTERNAL AUDIT – INTEGRATED PLANNING & REPORTING PROCESS AUDIT**

Report into Integrated Planning & Reporting Process was presented by Mr Stephen Bunting from Morrison Low. Mr Bunting noted that Council's IP&R documents overall are quite good, demonstrating some good and better standards. The Long Term Financial Plan and the Asset Management Plan were noted as two key areas for improvement.

#### **RESOLUTION:**

*It was resolved on the motion of Mr Craig Fletcher seconded Mr Shayne Perrot that the report into the Integrated Planning & Reporting Process be received and noted.*  
*Carried.*

### **5. ACTION REPORT**

The Audit Action Report was provided, listing outstanding actions and progress against them. The Director of Administration & Finance highlighted areas of progress during the period. Several recommendations from the current audit were implemented in the latest version of the Annual Report. Council's ICT Strategy is being reviewed by Manex to include updated priorities. Records Audit – Staff training on social media was completed in July 2023.

#### **RESOLUTION:**

*It was resolved on the motion of Mr Shayne Perrot seconded Mr Craig Fletcher that the progress against previous audit reports be noted.*

*Carried.*

**6. NSW AUDIT OFFICE/CROWE – YEAR END DELIVERABLES**

Ms Dannielle MacKenzie presented the financial statements, noting the modified audit opinion in relation to the non-recognition of RFS assets. This is consistent with the prior year and neighbouring Councils. Ms MacKenzie noted the prior period error of \$1.1m in relation to the revaluation of Open Space/Recreation assets and the \$5m impairment loss which arose due to natural disasters during the year. The draft Management Letter was issued last Thursday – will circulate the final management letter when available.

**RESOLUTION:**

*It was resolved on the motion of Mr Shayne Perrot seconded Mr Craig Fletcher that the ARIC receive and note Audit Deliverables.*

*Carried.*

**7. RISK MANAGEMENT COMMITTEE**

Mr Grant Nicholson presented the minutes of the Risk Management Committee meeting.

**RESOLUTION:**

*It was resolved on the motion of Mr Craig Fletcher seconded Mr Shayne Perrot that the ARIC receive and note the minutes of the Risk Management Committee Meeting dated Tuesday 10<sup>th</sup> October 2023.*

*Carried.*

**8. REPORTS OF FRAUD/CORRUPTION**

There have been no incidents of fraud, NSW Ombudsman requests or ICAC enquiries involving Temora Shire Council.

**9. MEETING SCHEDULE**

The meeting for the next Audit, Risk and Improvement Committee is tentatively scheduled for Thursday 7<sup>th</sup> March 2024 (TBC).

**10. OTHER BUSINESS**

(i) Cr Claire McLaren enquired about the IP&R Guidelines and Handbook.

*Director Administration & Finance advised that both documents are available on the Office of Local Government's website.*

**11. MEETING CLOSE**

The meeting closed at 10.35am

**20.7 BORROWINGS**

**File Number:** REP24/322  
**Author:** Director of Administration & Finance  
**Authoriser:** Director of Administration & Finance  
**Attachments:** Nil

Council's borrowings are set out in the table below.

Purpose	Loan Amount	Interest Rate	Annual P + I Payments	Balance @ 31/3/2024	Term	End Date
Depot Purchase	\$2,000,000	3.1%	\$283,242	\$678,835	8 yrs	2026
SIL House	\$1,000,000	1.45%	\$132,616	\$545,645	8 yrs	2028
Swimming Pool Upgrade	\$1,210,280	3.29 %	\$82,831	\$1,121,737	20 yrs	2042
Totals			\$498,689	\$2,346,217		

***Report by Elizabeth Smith***

**20.8 CASH & INVESTMENTS FOR PERIOD ENDED 31 MARCH 2024**

**File Number:** REP24/382

**Author:** Executive Assistant

**Authoriser:** General Manager

**Attachments:** 1. Cash & Investments [↓](#) 



Temora Shire Council  
Cash & Investments  
For the period ended 31st March, 2024

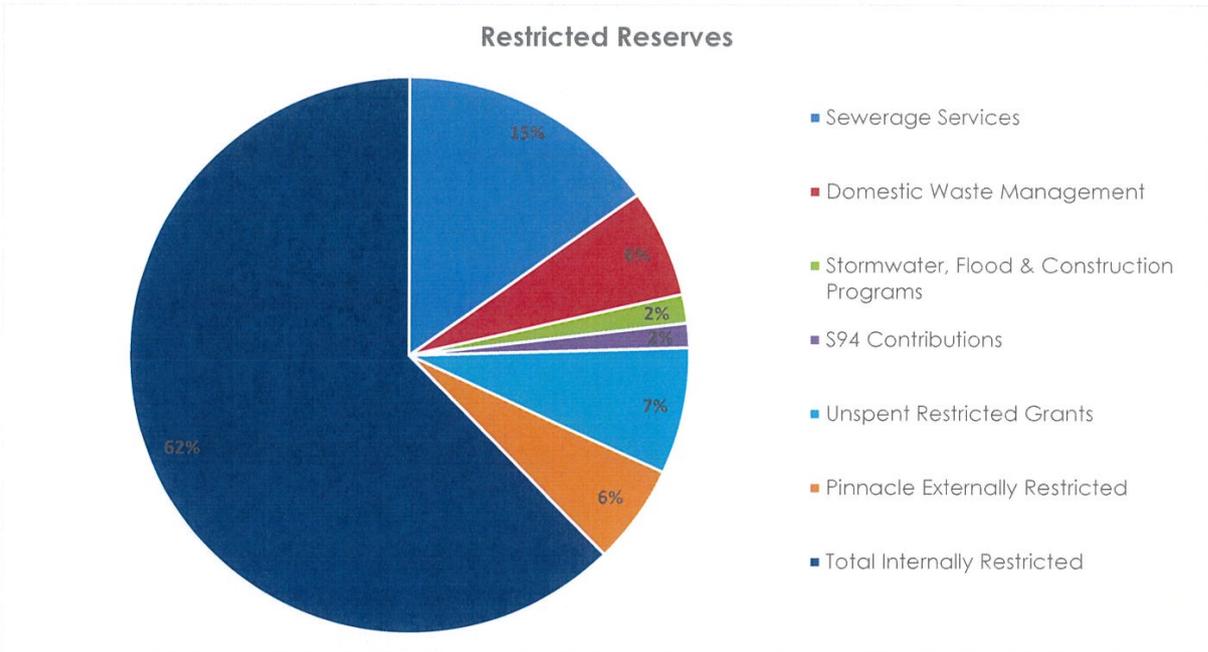
	Original Budget 2023/24	Revised Budget 2023/24	Actual YTD Figures
<b>Externally Restricted</b>			
Sewerage Services	4,008,634	4,008,634	3,751,457
Domestic Waste Management	1,486,691	1,486,691	1,538,246
Stormwater Drainage Flood Studies & Construction Programs	400,296	400,296	411,370
S94 Contributions	254,032	254,032	348,689
Unspent Restricted Grants	1,577,853	1,577,853	1,811,348
Pinnacle Externally Restricted	1,480,744	1,480,744	1,417,737
<b>Total Externally Restricted</b>	<b>9,208,250</b>	<b>9,208,250</b>	<b>9,278,847</b>
<b>Internally Restricted</b>			
Pinnacle Internally Restricted	3,409,796	3,409,796	3,839,298
Other Waste Management	520,509	520,509	574,076
Leave Reserves	1,977,570	1,977,570	2,260,710
Roads Reserve	565,000	565,000	565,000
Local Roads	666,680	666,680	386,325
FAGS Received in Advance	3,034,635	3,034,635	0
Industrial Development	338,162	338,162	131,037
Plant & Vehicle	500,000	500,000	500,000
Izumizaki Donation	0	0	2,152
Gravel Royalty	1,012,617	1,012,617	1,009,374
Ariah Park Tip Fee Contributions	13,930	13,930	9,573
Medical Complex Development	14,845	14,845	26,009
Infrastructure *	1,614,457	1,614,457	1,165,430
Infrastructure - Airpark Estate	204,690	204,690	203,921
Digital Two Way Radio Upgrade	95,000	95,000	95,000
Computer Upgrade	235,204	235,204	199,998
Sports Council Requirements	62,018	62,018	61,018
Youth Donations	1,266	1,266	1,591
Revotes	989,193	989,193	431,792
Airside Maintenance	151,980	151,980	147,510
Temora Agricultural Innovation Centre Maintenance Reserve	10,249	10,249	21,498
Regional Local & Emergency Roads Repair Program	1,948,552	1,948,552	3,733,448
Heritage Grants	0	0	15,000
<b>Total Internally Restricted</b>	<b>17,366,353</b>	<b>17,366,353</b>	<b>15,379,759</b>
<b>Total Restricted Reserves</b>	<b>26,574,603</b>	<b>26,574,603</b>	<b>24,658,605</b>
*Infrastructure reserve contains \$85,586 of funds which are not allocated to specific projects			
<b>Cash &amp; Investments</b>			
Westpac Cheque Account			637,207
AMP Business Saver Account			1,025,849
AMP Notice Account			868,379
Macquarie Bank Cash Management Accelerator Account			1,041,184
Westpac Cash Reserve			674,886
Term Deposits held with:			
Bank of Queensland			2,000,000
National Australia Bank			12,886,640
AMP Bank			1,030,989
Macquarie Bank			1,025,264
Northern Territory Treasury Bonds			1,000,000
Australian Equity Bank			2,032,264
My State			514,692
Great Southern Bank			1,000,000
<b>Total Cash &amp; Investments</b>	<b>26,574,603</b>	<b>26,574,603</b>	<b>25,737,354</b>
<b>Less Funds required for operational purposes</b>			<b>(1,000,000)</b>
<b>Cash &amp; Investments Available for Reserves</b>	<b>26,574,603</b>	<b>26,574,603</b>	<b>24,737,354</b>
<b>Funding Surplus</b>			<b>78,749</b>

I certify that the investments have been made in accordance with the Act, the Regulations and Council's actual Investment Policy.

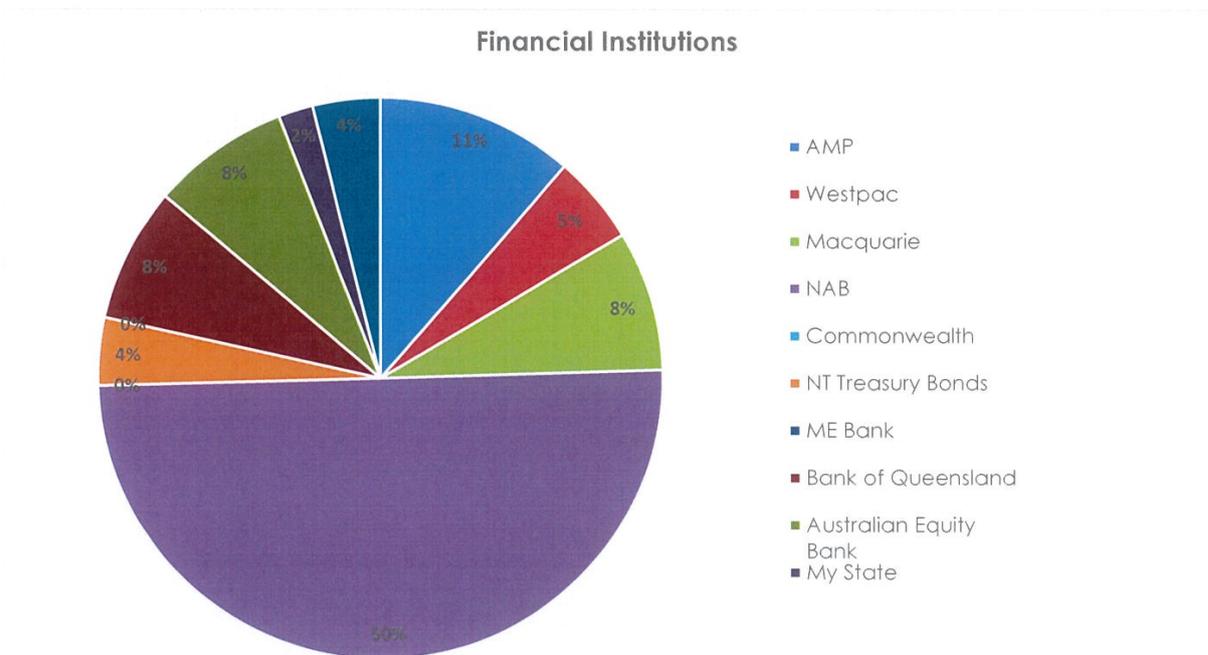
  
Elizabeth Smith



Temora Shire Council  
**Cash & Investments**  
 For the period ended 31st March, 2024



Graph One - Proportion of reserves externally restricted compared to reserves internally restricted - with externally restricted reserves divided into purpose.



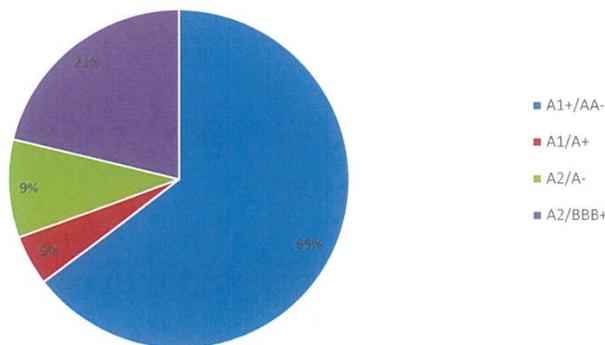
Graph Two - Proportion of cash held with each financial institution.



**Temora Shire Council**  
**Cash & Investments**  
 For the period ended 31st March, 2024

Institution	Rating	Type	Date Lodged	Rate	Term (days)	Maturity Date	Amount Invested	Institution Total
<b>Cash Held</b>								
Westpac Bank	A1+/AA-	Cheque account		0.00%			637,206.98	
Westpac Bank	A1+/AA-	Cash Reserve		1.35%			674,886.25	1,312,093.23
Macquarie Bank	A1/A+	Cash Management Accelerator Account		4.75%			1,041,184.34	1,041,184.34
AMP Bank	A2/BBB+	Business Saver		3.30%			1,025,848.99	
AMP Bank	A2/BBB+	31 Day Notice Account		5.20%	31		868,378.89	1,894,227.88
							<b>Total Cash Held</b>	<b>4,247,505.45</b>
<b>Investments Held</b>								
Bank of Queensland	A2/A-	Term Deposit	22/06/23	5.25%	1096	22/06/26	500,000.00	
Bank of Queensland		Term Deposit	21/06/19	2.35%	1825	19/06/24	500,000.00	
Bank of Queensland		Term Deposit	1/03/23	4.95%	730	28/02/25	500,000.00	
Bank of Queensland		Term Deposit	4/12/23	5.30%	373	11/12/24	500,000.00	2,000,000.00
National Australia Bank	A1+/AA-	Term Deposit	26/11/23	5.20%	199	12/06/24	500,000.00	
National Australia Bank		Term Deposit	31/05/23	4.95%	364	29/05/24	560,965.93	
National Australia Bank		Term Deposit	29/11/23	5.20%	259	14/08/24	536,781.67	
National Australia Bank		Term Deposit	8/09/21	0.80%	1097	9/09/24	504,415.11	
National Australia Bank		Term Deposit	15/11/23	5.35%	365	14/11/24	528,665.43	
National Australia Bank		Term Deposit	31/05/23	4.95%	364	29/05/24	522,542.58	
National Australia Bank		Term Deposit	27/01/21	1.30%	1727	20/10/25	504,622.90	
National Australia Bank		Term Deposit	28/03/22	3.15%	1824	26/03/27	530,000.00	
National Australia Bank		Term Deposit	29/11/23	5.20%	259	14/08/24	531,864.40	
National Australia Bank		Term Deposit	28/03/22	2.80%	1095	27/03/25	502,250.00	
National Australia Bank		Term Deposit	22/06/23	4.90%	1825	20/06/28	517,576.86	
National Australia Bank		Term Deposit	12/07/23	5.50%	371	17/07/24	517,551.48	
National Australia Bank		Term Deposit	6/04/23	4.45%	363	3/04/24	508,750.00	
National Australia Bank		Term Deposit	19/12/23	5.10%	281	25/09/24	500,863.02	
National Australia Bank		Term Deposit	16/08/23	5.20%	364	14/08/24	509,469.87	
National Australia Bank		Term Deposit	27/09/23	5.30%	364	25/09/24	512,278.77	
National Australia Bank		Term Deposit	11/10/23	5.15%	371	16/10/24	511,155.48	
National Australia Bank		Term Deposit	29/02/24	5.05%	365	28/02/25	1,037,453.16	
National Australia Bank		Term Deposit	28/06/23	5.51%	399	31/07/24	1,000,000.00	
National Australia Bank		Term Deposit	13/03/24	5.00%	364	12/03/25	519,433.43	
National Australia Bank		Term Deposit	20/12/23	5.10%	364	18/12/24	1,000,000.00	
National Australia Bank		Term Deposit	20/12/23	5.10%	343	27/11/24	530,000.00	12,886,640.09
AMP Bank	A2/BBB+	Term Deposit	15/02/24	4.75%	286	27/11/24	530,988.67	
AMP Bank		Term Deposit	30/06/23	5.70%	320	15/05/24	500,000.00	1,030,988.67
Macquarie Bank	A1/A+	Term Deposit	23/08/23	4.85%	244	23/04/24	525,392.89	
Macquarie Bank		Term Deposit	13/09/23	4.71%	224	24/04/24	500,000.00	1,025,392.89
Northern Territory Treasury	A1+/AA-	Treasury Bonds	24/03/21	0.80%	1179	15/06/24	500,000.00	
Northern Territory Treasury		Treasury Bonds	31/05/21	1.30%	1841	15/06/26	500,000.00	1,000,000.00
Australian Equity Bank	A2/BBB+	Term Deposit	24/01/24	5.10%	280	30/10/24	1,032,264.11	
Australian Equity Bank		Term Deposit	28/06/23	5.40%	427	28/08/24	1,000,000.00	2,032,264.11
My State Bank	A2/BBB+	Term Deposit	10/01/24	5.10%	364	8/01/25	514,691.78	514,691.78
Great Southern Bank	A2/BBB+	Term Deposit	28/03/24	5.10%	307	29/01/25	1,000,000.00	1,000,000.00
							<b>21,489,977.54</b>	<b>21,489,977.54</b>
<b>Total Cash &amp; Investments</b>								<b>25,737,482.99</b>

Standard & Poors Short Term/Long Term Credit Ratings



Graph One - proportion of investments held by Standard & Poors credit ratings.

**20.9 RATES REPORT - MARCH 2024**

**File Number:** REP24/339

**Author:** Executive Assistant

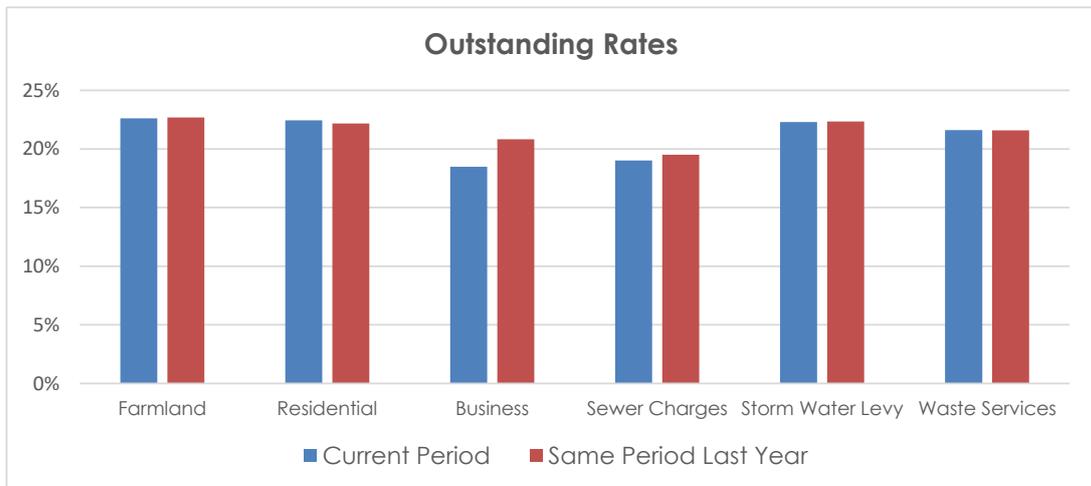
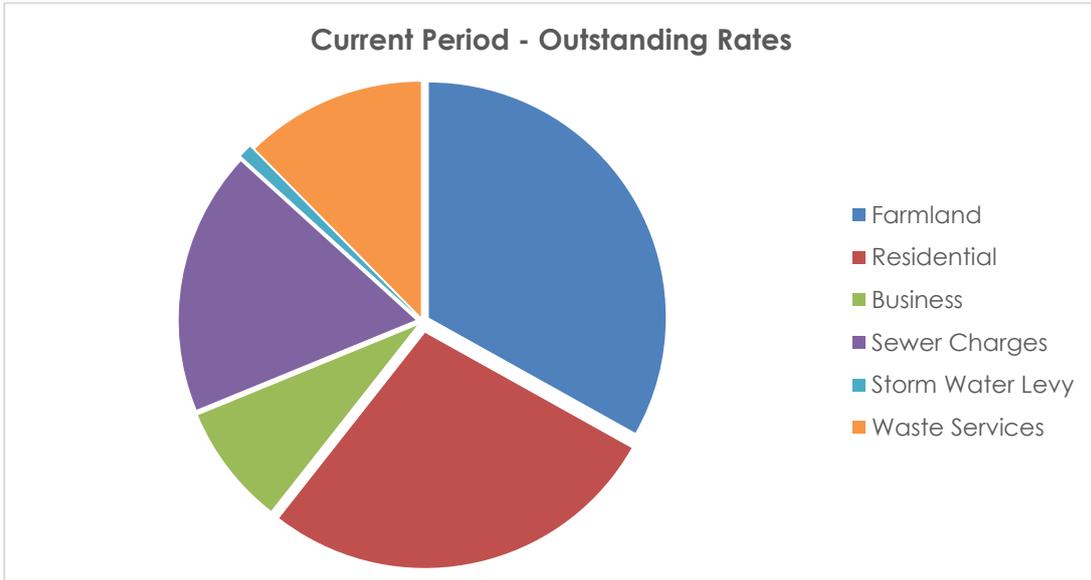
**Authoriser:** General Manager

- Attachments:**
1. Rates Collection [↓](#) 
  2. Rates Chart [↓](#) 



Temora Shire Council  
**Rates Collections**  
 For the period ended 31 March, 2024

General Rates Category	Total Rates Levied (Incl Arrears)	Pension Rebates	Payments	Rates		Rates	
				Outstanding \$	Outstanding %	Outstanding \$	Outstanding %
Fairland	2,139,710.10	(2,997.84)	(1,653,469.77)	483,242.49	23%	463,421.93	23%
Residential Temora - Occupied	1,484,613.41	(76,061.81)	(1,097,024.23)	311,527.37	22%	296,896.14	22%
Residential Temora - Vacant	69,772.63	0.00	(52,946.47)	16,826.16	24%	13,128.78	20%
Residential - Ariah Park	90,878.75	(6,891.49)	(61,621.17)	22,366.09	27%	24,173.11	29%
Residential - Springdale	14,716.71	(1,156.23)	(8,586.22)	4,974.26	37%	4,529.25	39%
Rural Residential	166,654.67	(9,586.20)	(123,633.08)	33,435.39	21%	29,789.13	19%
Residential - Temora Aviation	47,575.73	(728.97)	(36,440.59)	10,406.17	22%	8,363.34	19%
Business Temora - Hoskins Street	294,424.04		(237,989.25)	56,434.79	19%	60,905.66	23%
Business Temora - Town	291,432.28		(240,541.68)	50,890.60	17%	54,695.87	20%
Business Temora - Aviation	28,922.94		(24,104.56)	4,818.38	17%	4,546.99	16%
Business - Ariah Park	23,069.44		(15,994.22)	7,075.22	31%	5,243.94	24%
Business - Other	10,555.76		(9,972.72)	583.04	6%	386.92	4%
<b>Services</b>							
Residential Sewer Charges	1,175,849.09	(37,399.15)	(890,024.64)	248,425.30	22%	232,684.20	21%
Non-Residential Sewer Access & Usage Charges	243,207.72		(228,983.97)	14,223.75	6%	19,100.89	9%
Storm Water Levy	57,577.53		(44,739.29)	12,838.24	22%	11,483.56	22%
Domestic & Rural Waste Services	719,860.02	(39,961.19)	(530,226.35)	149,672.48	22%	143,036.78	22%
Trade Waste Services	151,845.28		(121,708.61)	30,136.67	20%	26,183.25	18%
Overpayments	(119,887.40)		55,373.07	(64,514.33)		(46,094.26)	
Legal charges	18,241.33		(8,235.86)	10,005.47		10,238.48	
<b>Total</b>	<b>6,909,020.03</b>	<b>(174,782.88)</b>	<b>(5,330,869.61)</b>	<b>1,403,367.54</b>	<b>20%</b>	<b>1,362,713.96</b>	<b>21%</b>



**20.10 TEMORA MEMORIAL TOWN HALL - INCOME AND EXPENDITURE MARCH 2024**

**File Number:** REP24/354

**Author:** Executive Assistant

**Authoriser:** General Manager

**Attachments:** 1. Town Hall [↓](#) 



Temora Shire Council

**Temora Memorial Town Hall****Income & Expenditure**

For the period ended 31st March, 2024

	Current YTD	Prior YTD
<b>Income</b>		
Facility Hire	16,048	24,213
Other Sundry Income	-	-
<b>Total Income</b>	<b>16,048</b>	<b>24,213</b>
<b>Expenditure</b>		
Utilities		
Electricity & Gas	(5,816)	(6,021)
Rates	(4,789)	(4,589)
Water	(257)	(565)
Cleaning	(9,678)	(8,431)
Maintenance	(10,221)	(7,857)
Administration		
Employee Costs	(4,647)	(4,546)
Depreciation	(51,798)	(87,677)
Insurance	(28,424)	(25,193)
Organisation Support Costs	(25,404)	(34,033)
Other/Miscellaneous	-	(276)
<b>Total Expenditure</b>	<b>(141,034)</b>	<b>(179,188)</b>
<b>Total Town Hall Surplus/(Deficit)</b>	<b>(124,986)</b>	<b>(154,975)</b>
Internal Hire/Donation	1,651	3,254

**20.11 TEMORA TOWN HALL THEATRE - MARCH 2024**

**File Number:** REP24/356

**Author:** Executive Assistant

**Authoriser:** General Manager

**Attachments:** 1. Theatre [↓](#) 



Temora Shire Council

## Temora Town Hall Theatre Operating Statement

For the period ended 31st March, 2024

	Current YTD	Previous YTD
<b>Candy Bar</b>		
Income	25,079	21,945
Purchases	(8,102)	(8,976)
	16,976	12,969
<b>Admissions</b>		
Income	43,200	44,257
Gold Class Ticket Sales	1,842	1,683
Audio Visual Purchases	(27,456)	(32,771)
	17,585	13,169
<b>Other Income</b>		
Facility Hire	1,855	1,073
Sale of Advertising	736	327
Donations	990	25
	3,581	1,425
<b>Other Costs</b>		
Advertising	-	(166)
Bank Fees	(1,014)	(986)
Building Maintenance	(459)	(324)
Cleaning	(1,901)	(2,838)
Computer Costs	(3,200)	(3,736)
Event Catering Expenses	(2,326)	(467)
Freight	-	(366)
General Maintenance	(1,095)	(554)
Insurance	(7,446)	(6,614)
Licences & Permits	(342)	(864)
Materials Purchased	(2,039)	(2,853)
Rates & Electricity	(5,396)	(5,494)
Stationery & Office Consumables	(8)	-
Employee Costs	(22,843)	(23,002)
Sundry Expenses	7	30
Telephone & Internet	(967)	(968)
Volunteer Support	(328)	(700)
Depreciation	(1,115)	(1,035)
	(50,469)	(50,937)
<b>Total Cinema Surplus/(Deficit)</b>	<b>(\$ 12,326)</b>	<b>(\$ 23,373)</b>
Internal Hire/Donation	-	136

**20.12 TEMORA TOWN HALL THEATRE MINUTES HELD 21 FEBRUARY 2024**

**File Number:** REP24/320

**Author:** Executive Assistant

**Authoriser:** General Manager

**Attachments:** 1. Town Hall Theatre [↓](#) 



# TEMORA SHIRE COUNCIL

*-THEATRE MANAGEMENT COMMITTEE-*

~Minutes of the General Meeting~  
 Held on Wednesday, 21 February 2024 at 6.00PM  
 Venue: Temora Town Hall Foyer

### Present

Trevor Player, Beth Firman, Guy Piltz, Sue James, Gina Tkacz, Leanne Nixon, Susan Jeri, Kris Dunstan,  
 Minutes of the last meeting were approved.  
 Moved Susan Jeri, seconded Gina Tkacz. CARRIED

### Apologies

Lindy Reinhold, Frances Dwyer, Andrew Lukasiak

### Previous Minutes/Business Arising

NIL

### Election of Vice President

A Vice President election was called by Trevor to replace Jan Gilchrist  
 Beth Firman was nominated by Sue James, Seconded Susan  
 Jeri. CARRIED

### Correspondence

Meeting procedures, A new minutes format from the council was tabled by Guy. Nil action taken to change format.

A letter was received from the Stockinbingal community newsletter publisher asking if we wanted to continue to place theatre advertisements in the letter for \$50 per year. Trevor Player proposed that we continue, seconded by Kris Dunstan. CARRIED.

### Mar/Apr Program

March-Argyle, The Colour Purple, Turning Red, The Beekeeper, The Force of Nature, Luca, Baghead, Drive-Away Dolls, Imaginary, Dune Pt2. Horror and action Tuesdays proposed.  
 April-Ghost Busters, Wicked Little Letters, Godzilla vs Kong, Kung Fu Panda

Guy also proposed that we screen another classical offering based on greatest show tunes. There was strong agreement that this was a good idea and discussion revolved on how to maximise profit but minimise labour input. It was decided to purchase an appropriate number of savoury snack trays to be on hand in the foyer and offer a glass of wine as well. Moved Kris Dunstan, seconded Leanne Nixon. CARRIED

### Film Club update

Fisherman's Friends 2 showed last week and was much more appreciated than the previous film.



The next offering will be on March 14 for *Empire of Light*.

Set in an English seaside town in the early 1980s, EMPIRE OF LIGHT is a powerful and poignant story about human connection and the magic of cinema, from Academy Award-winning director Sam Mendes.

This film showed briefly at the theatre and should be enjoyed. The evening will be part of the Drench Festival run by the Council and will allow Temora citizens to try film club for free.

FINANCIAL PERFORMANCE

Trevor introduced a discussion of film selection and totals compared to other theatres. Information covered:

- No show data
- Increase in attendance nationwide.
- Bob Marley show top performer.
- The Force of Nature is doing well.
- Classic films were selling well in some locations.

He mentioned the gap in film supply which could be coming because of the Hollywood strikes late last year and believed that we should keep an open mind about possibly showing some older shows.

Further Business

Website update.

Guy is working with Lauren Carr to create a working website.

Ensemble Offspring- Songbirds

A Live classical music event is coming on 28th February.

'The Trust Fall' -Documentary was recommended by a customer. The committee resolved that no further action would be taken at this stage.

'The Road to Laurel Canyon' Live Band- a 70's band, available on the 23rd May, from Orange, was suggested. The band sounded as if many would enjoy it, although the cost is inconclusive at this time.

Proposed Aboriginal Artwork displayed in theatre. The committee agreed that it could be part of the pre-show promotion on the foyer displays.

Kris Dunstan clarified that 'Brolly' Facebook- Social Media Archiving tool would preserve a record of social media posts.

Info only.

Projection Room A/C

Trevor again mentioned the projection room air conditioning requirements. Machines in the room have been overheating. Kris informed the meeting that he had arranged for Tim McGuire to quote, and it could be included in the budget for next year.

UPS Battery Replacement has been done by Guy. The battery cost \$550.00.

General Business

Financial Report Tabled.

Some Improvements were noticed. The figures show us as \$5000.00 behind, but that includes depreciation. Guy's new ideas, trialling different kinds of films and events were praised.

Job description, a review of what is expected of different volunteer positions, has been finalised and is available for all to see in the kiosk. Any feedback is always welcome.

7.04 finish of meeting.

Next meeting: 20 March 2024

**20.13 TEMORA & DISTRICT SPORTS COUNCIL MINUTES HELD 21 FEBRUARY 2024**

**File Number:** REP24/374

**Author:** Executive Assistant

**Authoriser:** General Manager

**Attachments:** 1. TDSC [↓](#) 

## GENERAL MEETING OF THE TEMORA AND DISTRICT SPORTS COUNCIL

### REPORT OF THE GENERAL MEETING OF THE TEMORA AND DISTRICT SPORTS COUNCIL HELD ON WEDNESDAY 21<sup>st</sup> February 2024 AT 6.30 PM AT THE TEMORA EX-SERVICES CLUB

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**Attendance:** Rick Firman (TSC) Denise Breust, Judy Gilchrist (TDSC) Tony Stringer (TDSC) Michelle Mawbey (Swimming) Michele Stewart (Tennis) Michael Reinhold, Grant Haigh, Rob Pfeiffer, Pete Hartwig (Aussie Rules) Maree Liston (Pistol Club) Belinda Bushell (Basketball) Belinda Lawrence, Alison McCrone (Little Athletics) Claire Reid (TPS. TJAFNFC) Angela Guilfoyle (Rec Centre) Mel Boxall (GM TSC) Rob Fisher (TSC) Bruce Lack (Bowling Club) Linc Macauley (Cricket) Bill Schwenkce (Greyhounds) Rich Speirs (Soccer Club)

Apologies: Max Oliver, Jack Morton, Kate Bruce, Adam Reid, Hack Hetherington

Moved Michelle Mawbey seconded Belinda Bushell carried.

#### Executive Meeting Minutes:

Rick Firman, Denise Breust and Judy Gilchrist had a meeting with Mrs Liz Smith, Director of Finances TSC. Re a discussion regarding Grace Krause re an exceptional achiever's grant. Awarding her an additional grant for her selection and attendance to the Youth Commonwealth Games. It was advised that this grant of \$250.00 still comes under the Elite Sporting Grant. Moved Tony Stringer seconded Michele Stewart carried.

#### Rec Centre Report:

Angela Guilfoyle is the new manager of the Rec Centre. Ange has slotted into the job wonderfully. Ange came back to Temora 10 years ago, and started teaching swimming lessons, and she then opened her own swimming school. She has a lot of new ideas for using the rec centre stadium in the cooler months. We wish Ange all the best as we await what's new coming soon.

**Minutes:** The minutes of the previous meeting were read and confirmed on the motion of Judy Gilchrist.

Moved Pete Hartwig Seconded Bruce Lack Carried

**BUSINESS ARISING FROM THE MINUTES:**

I have been working with Rob Fisher & James Durham re obtaining signage for the Nixon Park complex. So, we can place signage at the Nixon Park Club House, Rugby League Canteen and at the Little Athletics Arena.

Bruce Lack told us that the batteries and pads only last a few years. Contact the TSC re to see if the council has a defibrillator register. It needs to contain the Installation and due dates for replacing batteries. Discussion of keys, drop down key box, or have a phone number for the ground manager. Also needs to be assessable for the schools re sporting carnivals.

Moved Pete Hartwig second Bruce Lack carried.

**CORRESPONDENCE:**

**Outgoing:**

Business Papers

Invitations for the McDonalds Grass Roots Judging and invitations to attend presentation.

Invitation sent to Michael McCormack MP and Steff Cooke MP re presentation night.

**Incoming:**

Letters from all schools re presentation days

Christmas Card from the Mayor

Letter from TSC re minute format

Letter from Temora Basketball

Letter from IGA Temora, with a view of discussion on potential sponsorship for your clubs and schools.

Please contact Jeet Singh or email [accounts@igatemora.com.au](mailto:accounts@igatemora.com.au)

Moved Judy Gilchrist seconded Maree Liston carried.

**TREASURERS' REPORT:**

Balance as per bank statement. \$16,698.09 Treasurers Report was read and confirmed on the motion of Denise Breust Seconded Linc Macauley Carried.

**Rec Centre Business:**

Nil

**General Business:**

We held a minute's silence at the start of our meeting for the late Mr John New.

**Guest Speaker:**

New General Manager for the TSC Melissa Boxall was our guest speaker at tonight's meeting. Rick welcomed and introduced Mel to our delegates. Mel gave an insight into her move to Temora. The family moved from the Shellharbour to Temora. They have settled into a lifestyle of country living. Mel's husband has also slotted into the sporting arena, playing cricket and golf. The kids have been enjoying trying the sports that are on offer. It was the right decision to move. Mel's mum has also moved to Temora, to help with babysitting etc. Mel is very happy to meet and talk to anyone to come and have a chat with her. Thank you, Mel, for this insight.

In welcoming Ange Guilfoyle to our meeting and chatting about her new role, of the Recreation Centre, that she absolutely loves. It was moved that we write an appreciation letter to former Rec Centre manager Judy Mannion, thanking her for her service over many years. Moved Alison McCrone seconded Claire Reid carried.

Belinda Bushell brought up that there are 3 people on working visas, working at Cleverdon's and they can't swim. Belinda was wondering about adult learn to swim lessons. Unfortunately, they are only available in January. Ange Guilfoyle will investigate this and get back to Belinda.

TPS has extended a warm welcome to Ange and thanked her for the water play. Ange is very easy to work with.

**Temora Greyhound Club:**

The Temora Club Cup Final is coming up with a total prize pool of \$91k.

With the main race valued at \$40k

Local charities are set to benefit from this year's big race. Each charity will be presented by a finalist, with the chance to win a share of \$5000.

10 charities took part in the Pick a Dog for charity and after to box draw for the Ladbrokes Temora Cup Final, they picked a marble to see who got what dog.

Bill and his committee are expecting 10-15 board of directors to attend the meeting from Sydney. We wish the Temora Greyhound Club all the best for their race event, and we hope that the dignitaries from Sydney enjoy the spoils of our town.

**Temora Swimming Club:**

Temora swimming club held a very successful Southern Inland Championships & Speedo Heats Meet on the 3 & 4<sup>th</sup> February 2024.

We are very thankful of all the town getting behind & sponsoring us in this huge

event. Without the new extension to 8 lanes, we would not be able to apply for or host that meet.

**Temora Public School:**

Pssa basketball- Haydn B Max R Jett F Jayden T

Pssa AFL- Max R Rhys J Darcy G Digby I Lyle R Chase J Jack M

Pssa swimming- 28 competitors and 4 relay teams

Pssa touch currently trialing

A very busy start to the year with trials for school teams and to select and send to district for trials.

We are sending:

Pssa cricket- Haydn & Max R

We are so fortunate to have many experts, parents and/or community members assisting with trials and coaching our teams. We thank those volunteering to do this for our students.

Tag gala days are coming up on 8th March.

Once swimming is complete, we will move into Athletics.

Thank you to Ange at the Rec Centre for working closely with us and to the Council for having facilities ready when we book them.

**Junior Rugby League:**

Would like to thank council for applying for the grant. New lighting.

New facility was a success. Thank you to the contractor's and Kris Dunstan.

Demolition of the old canteen is completed. Goal posts up. Sand distributed via a working bee. Thanks Council

Heritage cup will commence 7<sup>th</sup> March, roughly 100 kids registered.

Comp to start on 26<sup>th</sup> April 13's & 15's girl's tackle.

6, 7, 8, 9, 10, 11, 12, 13, 14, 15 boys

8, 10, 12, 14, 16 girls

13 & 15 girls tackle 17 games every weekend.

**Basketball:**

AGM to be held on Sunday 1.00pm

Representative teams WJL 12 & 14 Boys 12 Girls

1<sup>st</sup> round completed; 2<sup>nd</sup> round Griffith 9<sup>th</sup> & 10<sup>th</sup> March.

3<sup>rd</sup> Round Bathurst 6<sup>th</sup> & 7<sup>th</sup> April

West Wyalong Gala Day 3<sup>rd</sup> March. 10, 12, 14 boys 12 Girls.

June Gala Day 17<sup>th</sup> March

Monday Town Junior Comp 6 weeks, 4 weeks to go.

4 junior teams, 4 intermediate teams, 2 high school teams.

Unisex Snr Comp 6 weeks. 6 teams Wed 28<sup>th</sup> Feb.

New score benches through a grant  
Life Membership Board in the process.  
Applying for grants to improve climate control.

Meeting Closed 7.50pm  
Next Meeting Wednesday 17<sup>th</sup> April

**STARTING TIME 6.30PM for Meetings**

Temora Ex-Services Club  
Narraburra Room

**20.14 HERITAGE COMMITTEE MINUTES HELD MARCH 2024**

**File Number:** REP24/324

**Author:** Executive Assistant

**Authoriser:** General Manager

**Attachments:** 1. Heritage Committee [↓](#) 



**MINUTES OF THE MEETING  
OF THE  
TEMORA HERITAGE COMMITTEE**

**Meeting Held:** Temora Shire Council Chambers – 21<sup>st</sup> March, 2024

**Present:** Kris Dunstan, Bill Speirs, Claire Golder, Cr Anthony Irvine, Cr Jason Goode, David Scobie, Merryl Graham, Cr Nigel Judd, Michael Collins, Cr Claire McLaren, Ailsa Hudson (until 12.30), Ros Hartwig, John Flakelar, Coralie McKenzie, Wilma McCubbin, Rod Ballantyne and Sally Hurst.

**Apologies:** None advised

**Commenced:** 12.00 pm

**Confirmation of Minutes:**

It was **MOVED** by Rod and **SECONDED** by Merryl that the minutes be accepted.

**Business Arising:**

Nothing to report

**Meeting Notices:** Current Projects  
General Business arising to discuss.

*Satellite Airfields*

- David advised that Jo Long has done the graphic design. Need to decide key road to highlight. Forward to Aviation Museum for approval and then to be manufactured. Location of the panels' erection is not precise, but an indicative location has been discussed. This panel will be the same size as the existing Heritage Panels.
- Cr Goode asked the group if they had heard the story of why the Air Force was not stationed in Temora. The story was that the Mayor/Councillors did not want it as they had concerns for their daughter's welfare/reputation – myth or fact? Cr Goode to research ie newspaper articles to check the authenticity of the story.

*Chinese Heritage*

- Merryl advised the committee that the book is so close to completion. A recent front-page article in the Temora Independent and a recent funeral (which had an attendance in the vicinity of 700 people) has created a lot of contact/discussion/phone calls giving the book great exposure to the wider community. Bill and Cr Judd have been assisting with the unknown part of the Chinese History in Ariah Park.
- Prof. Michael Williams from Australian-Chinese Society visited the Chinatown Cemetery and with the permission of the owner Brenda Chadwick, Mimosa Station and the Chinaman's hut. Merryl discussed the current condition of the hut, and mentioned whether a ring lock fence should be erected around it to keep the livestock/kangaroos out – termite ridden, no door, floor rotted away. Question – could it be relocated? Approx size of structure being similar to a carport.
- David talked about establishing the heritage significance, whether the owner was willing to look after it or not, archival records, weather tightness, lifespan 5-10 years?
- Wilma mentioned that Brenda has no children, family. Suggested we act now.
- Merryl to arrange a 'carload' to visit, discuss and advise.

*Main Street Verandah Re-Instatement*

- Kris met with Jamie Keith; he is preparing details/costings to go to Council.

*LLS Update*

- Kris advised he received an email advising a new Landcare Support Office – Britney Hick (nee Turner). Direct line to LLS, prime funding source.

*Oral History Project*

- Cr Judd suggested some publicity promoting the project and highlight the set up at the Arts Centre, offer to assist people if they are interested in becoming involved. Cr Judd also mentioned the behind-the-scenes preparation of research and questions.
- Cr McLaren suggested a reminder to the participants in the oral history training conducted by Rob and Ollie Willis.
- Kris mentioned Edwina McLaren's book – Up Close and Personal as a guide to assist with background knowledge for questions.

**ACTION: Discuss with Lauren (Carr) advertising to promote the project.**

*Hoskins Street Business Occupancy*

- Sal advised there is nothing further to report at this stage. Looking to arrange a time to meet with Bill to discuss how the material recorded to date and can be displayed.
- Kris mentioned that members of the community would be really keen to start again – enjoyed the cuppa and chat...  
**ACTION: Sal to meet with Bill to discuss.**

*Digitalisation of the Temora Independent*

- Ongoing, will look at what funding we have available towards the end of May 2024.

*Self-Drive Tours*

- David met with Wilma today. Mark @ Cuttlefish will insert tours into layout and fine tune with photographs etc. David to contact Mark this afternoon.

*Pigeons at the Catholic Church*

- Kris spoke to Rob Ferguson in regard to this matter, he advised he will follow up after day light savings finishes.
- Cr Irvine advised that the Church appears to be zero at the present time, he expressed his concern at approx. 45 pigeons at Paleface Arcade and the condition of the footpath under the verandah at the Westy being covered in excrement from the pigeons. He also mentioned Barb Meacham has an issue with pigeons living in an opening in the ceiling of the semi-detached next door to her residence in Baker Street. They are perching then excreting on the railing/verandah of her home. The hole is to be patched/bricked up to prevent pigeons nesting in there.
- He said this is a Public Health issue and referred to a local resident Phil Smith who became ill with respiratory troubles from such excrement.  
**ACTION: arrange for TSC staff to clean off pavement to remove excrement, follow up.**

*Temora & District Hospital*

- Meryll and Ailsa spoke about last month's meeting - was well attended, progressing with the concept design. Suggested start date at the end of 2025. Discussed allocation and commitment to retain/reference the history, eg photograph plaques under paintings. David suggested keeping on the case, monitor the progress.
- Claire shared that further discussion raised a variety of reasons to try and retain the art deco styled old children's ward. The plan suggests the removal of the roof to make an open space for staff. Thoughts were that this was not a good use of the space, open to all weather conditions, no privacy, would not be utilized.

- Cr Irvine said fundamentally you would only see this retained area from an ambulance, the old children's ward would not be visible from the front. Would be very surprised if health agree to retain the children's ward.

#### *Heritage Assistance Fund*

- No applications received.
- David carried out an inspection at St. Andrews Presbyterian Church and plans a visit to Bagdad Church this afternoon in regard to the completion of their work.
- It was **MOVED** by Cr Goode and **SECONDED** by Cr McLaren to approve payments of \$1,000 to the Church and the Keen's on Davids recommendation/final inspection.
- Cr McLaren suggested a short film recording the history of the Temora Hospital, approximately 15 minutes could be made, engage Rob and Ollie Willis. The film could be played in the waiting room at the doctor's surgery.  
**MOVED** Cr McLaren and **SECONDED** Ros to contact Rob and get pricing.

#### *Heritage Advisors Report*

- As per David's report. Cr Judd asked for his pecuniary interest in relation to the Aria Park Post Office be noted.

#### *Marie Narelle*

- Cr Judd had sent a report on to committee members in regard to projects to honour Marie Narelle. He expressed his desire to follow up on the what Earl was passionate about. The information provided several options/possibilities for statues.
- Discussions by the committee raised the statue of Paleface Adios highlighting its importance in our community. Shared discussion in regard to the prices, size and location. Lifesize statue suggested by Cr McLaren to be erected on the grassed area outside the Town Hall, a very appropriate location to honour her. Coralee concurred with Cr McLaren's thoughts. She shared information in regard to a second production is almost ready, the commitment of Marie Narelle's family to support this project. Claire advised that the new Highfields Estate submission will have a street named Marie Way in her honour. David discussed scholarships, prize money from singing competitions, this could link to the ongoing legacy of Marie Narelle.
- **MOVED** by Cr Judd to place the Marie Narelle Project in our current projects list. **SECONDED** by Cr McLaren.

*Main Street Interpretative Panels*

- Bill spoke to Mike Tucker from the Men's Shed, due to the panels being located in the main street, the volunteers are not willing to work on projects on-site but would prefer to work from their shed.
- Further discussion/suggestions of contractors/painters to complete this project.
- Panels were originally erected in 2006, they have received maintenance work to date.

**Correspondence:***Inwards*

- Nil

*Outwards*

- Nil

**General Business:**

- **John Flakelar** – Collector of Temora Memorabilia for approximately 40 years. Shared with members a photograph he had bought in and expressed his special interest in collecting old bottles.
- **Bill Speirs** – Open Day at the Museum went really well.

**Meeting Closed:**

1.05pm

**Next Meeting:**Thursday 9<sup>th</sup> May 2024 in the Council Chambers

**20.15 PERFORMING ARTS MINUTES HELD 11 MARCH 2024**

**File Number:** REP24/332

**Author:** Executive Assistant

**Authoriser:** General Manager

**Attachments:** 1. Performing Arts [↓](#) 

## Temora Performing Arts Meeting 11<sup>th</sup> March, 2024

**Meeting commenced** at 5:16 pm

**Present:** Fran Cahill, Dorothy Anderson, Fay Webb, Graham Trewin

**Apologies:** Josie Holloway, Susan Jeri,

**Minutes:** from meeting 6<sup>th</sup> November 2023 were read and accepted.

**Business Arising:** February meeting cancelled as no business to discuss

**Treasurer's Report:** Balance at 29/2.2024 \$3,498.32

PO Box to be paid \$147.

Moved :Dorothy, Seconded: Fay. Carried

**Correspondence:** Text to Tony Bozicevic asking if he is still planning a Temora performance this year.

Text from Tony Bozicevic advising that he is unable to perform in Temora this year.

**General Business:**

**The String Family** is happy to do a concert in Temora this year in late July or early August. The Town Hall supper room has been tentatively booked for the afternoons of 27<sup>th</sup> July and 3<sup>rd</sup> August. Once the date is confirmed with the family we will commence advertising.

Fran will ask at Imagine meeting for advice on advertising.

**Next Meeting: Monday 6<sup>th</sup> May, 2023 at 5:15 pm** at the Ex-Services Club. Check with reception for venue.

**Meeting closed: 5.40pm**

**20.16 IMAGINE TEMORA MINUTES HELD 12 MARCH 2024**

**File Number:** REP24/334

**Author:** Executive Assistant

**Authoriser:** General Manager

**Attachments:** 1. Imagine Temora [↓](#) 

## Temora Shire Council - Imagine Temora Committee

Minutes of Meeting held Temora Art Centre 12 March 2024 at 5.03pm

**Present:**

Louise Adams, Jeremy, Scott Hayman, Fran Cahill, Shontayne Ward, Susan Hunn, Robert Luke (RJ Luke Entertainment).

**Apologies:**

Melissa Boxall, Susan Jeri, Yianni Johns, Ken Forster and Lindy Reinhold.

**Apologies accepted:**

**Moved:** Susan Hunn

**Seconded:** Fran Cahill

**Minutes from previous Meeting adopted:**

Read by Louise Adams

**Moved** – Jeremy

**Seconded** - Susan Hunn

**Business arising from previous meeting:**

Discussion regarding Riverina Touring Network potential performances. 355 committees can apply for some government grants, Shontayne advised that the council can assist with application wording. Bit of a catch 22 situation – can't fund performances without funds and can't apply for grants until a performance a definite (costings etc). Jeremy advises The Mary Gilmore Festival at Aria Park is no longer running but the committee have some funds on hold that Imagine Temora may be able to use for a performance at Aria Park. Louise is to contact Remy at ERA for a firm calendar of events (and costings) and then talk to Bill Speirs (on Aria Park committee) regarding the possibility of getting something happening. Robert Luke from RJ Luke Entertainment also gave some good advice on running shows/insurance/costings and performers who may be available to get the ball rolling. He advised that shows he has put on in the area are very well patronized with approx. 130 people at an Aria Park tribute band performance and 85 approx at a similar Temora event. With these figures ticket prices could be kept at \$25 pp which he feels is the maximum we could charge for an event and still get good attendance numbers.

**Particular items of business:** Nil

**Moved:**

**Seconded:**

**General business/Around the Room Update:**

**TSC-** Drench continuing with Art Immersion happening on Sat 16<sup>th</sup> March. This will include about six low cost/free workshops.

Jeremy advises he has another volunteer to work at the Art Centre. This will, hopefully, enable the Art Centre to open from 10 -2 on weekends.

U3A are conducting Creative Writing and Keyboard lessons.

Monday pottery is extremely well patronized.

**Motion Arts** – Great Gatsby rehearsals are continuing. They are hoping to hold a concert in the Town Hall while Warbirds Downunder is on in October.

**Performing Arts** – Tony Bosevic concert has been cancelled.  
The String Family are available in July-August but are charging \$2,300. Performing Arts would need to use their entire funds to pay for them and feel they are too expensive to proceed with a concert.

**Women's Network**- Combined evening event with the Library on 8 March 2024 for International Women's Day was a huge success. The event featured author Fleur McDonald and a supper and was sold out.

**Correspondence – inward and outward:-** Out – Invites to Shontayne Ward and Mellissa Boxall

In- Responses from Shontayne Ward and Mellissa Boxall. March meeting minutes from Performing Arts. Emails from Remy at ERA re Riverina Touring Network.

Next meeting - 9 April 2024. 5pm.

Meeting closed 6.35pm

**20.17 REROC MEETING WITH MINISTER FOR LOCAL GOVERNMENT THE HON. RON HOENING MP**

**File Number:** REP24/323  
**Author:** General Manager  
**Authoriser:** General Manager  
**Attachments:** Nil

On Tuesday 27 February 2024, the Mayor Rick Firman, OAM and General Manager, Melissa Boxall attended a meeting with REROC and the Minister for Local Government, the Hon Ron Hoening MP at Wagga Wagga.

The meeting provided an opportunity for REROC Members to discuss a range of matters, a summary of these discussions is provided below:

Issue	Summary	Outcome
Council liability for injury and death in relation to RFS Assets	REROC wrote to the previous Minister in November 2022 to raise concerns in relation to where liability falls if an RFS worker/volunteer is injured or dies while using Fire Fighting Equipment owned by council, but over which it has no control. We did not receive a response and remain concerned.	The Minister will direct this enquiry to the Emergency Services Minister. Indicated that in accordance with the current service agreements Councils should have access to RFS facilities. The Minister spoke about the review of the Red Fleet that is under consideration by the Public Accounts Committee.
IPART's new methodology for determining Rate Peg – adoption timeframe.	REROC supports the IPART's proposed rate peg methodology, what is the timeframe for adoption?	The Minister advised that the proposed methodology would be implanted shortly and that he will be getting the Upper House to undertake a review of the rate peg.
Code of Conduct – penalties regime.	With regard to the Code, where does the Minister see the penalties' regime going?	The Minister noted the complexity of this issue and that only a third of code of conduct matters in the past 4 years have been related to conduct in the chamber. He also noted the long time that it takes for a matter to be considered by NCAT.

<p>External Audit Costs – costs this year have risen by 40% - no additional services to justify the increase</p>	<p>The Audit Office contracts auditors, councils have no control or choice in relation to price. Our Members are reporting a 40% increase, way beyond CPI. There appears to be no justification for the increase. One Member has seen the cost rise from \$80K last year to \$120K this year while another small council will be paying \$90K. If the procurement for the service was returned to councils this would lower costs and increase competition.</p>	<p>The Minister noted the important role that the Auditor General plays and that cybersecurity is a key emerging area that all Councils should be focused on.</p>
<p>Duplication of work between the ARIC and the External Auditor –They are doing some of the same work, who takes precedence? Costs associated with the ARIC and the external audit.</p>	<p>External audit functions are now extending beyond reviewing the financial operations of councils to include non-financial activities. Consequently, auditors are duplicating what the ARIC is required to do. Where council receives advice from the external auditor and the ARIC that conflict, which one takes precedence? Our Members would like to see a external auditors’ work restricted to the financial operations of councils, with the ARIC taking responsibility for the balance of activities. This could reduce the direct cost of external audits to councils as well as the indirect costs, in relation to staff time required to support and provide information to external auditors</p>	<p>The Minister requested that REROC provide him with tangible examples to help him understand the concerns further.</p>
<p>REROC</p>	<p>The REROC model is working successfully in our Region and a query was made of the Minister regarding the status of whether joint</p>	<p>The Minister advised that he was supportive of ROC models and wasn’t fully over the issue and why joint organisations were</p>

	organisations (JO's) would be dissolved.	legislated in the first place and he asked that REROC write regarding the matter.
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**20.18 OFFICE OF LOCAL GOVERNMENT - RETURNS OF INTEREST****File Number:** REP24/317**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. OLG [↓](#) **FIRST HEADING**

Advice that the Office of Local Government have completed a random audit of the 2021/2022 returns of interest forms submitted by Councillors.



## Office of Local Government

5 O'Keefe Avenue NOWRA NSW 2541  
Locked Bag 3015 NOWRA NSW 2541

Our Reference: A825046  
Contact: Allie Smith  
Phone: 02 4428 4100

Dear General Manager,

### Results of Returns of Interests (ROI) Audit

On 25 August 2022 Circular No 22-23, ref: A826280 was issued to all Councils in New South Wales in relation to this audit. The OLG selected ten councils at random (five metropolitan, five regional) to be a part of this process and we thank those councils for their participation.

The Office of Local Government (OLG) is writing to advise you that we have completed an audit of the 2021/2022 written returns of interests forms submitted by councillors.

The audit assessed how well each council is complying with the reporting framework and allowed OLG to collate information to respond to locations where further education is needed. The information provided has allowed OLG to better understand councils' policies and procedures relating to the ROI forms as well as the individual councillors' capacity to identify, assess and report ROI's.

In 2023, OLG assessed the compliance of the newest ROI forms completed by Councillors and designated persons. As a result of this assessment it is clear that there are still issues to be addressed. The OLG is now issuing the following advice to all New South Wales Councils to assist Councils in improving compliance and making the forms easier to complete.

#### Are Councils required to publish ROI forms online?

Yes. Each year Council is required to upload ROI forms received from councillors. While some details may be redacted for privacy reasons, the publication of these forms is an important step in ensuring transparency for the public. OLG will continue to monitor this requirement and reach out to any Council who fails to upload their ROI forms in the period required for that year. This is a requirement of Council, not an optional exercise. The NSW Information and Privacy Commissioner (IPC) can provide further guidance and advice regarding Council's statutory obligations in this area.

#### Are we using the right form?

The audit showed that councils were using many different forms and formats to produce their ROI submissions. This resulted in incomplete or incorrect questions and answers and as a result, invalid forms. The OLG has provided a sample form set out in the Model Code of Conduct for Local Councils in NSW which provides the correct information. OLG is requesting Councils to use this form OR ensure all questions on the OLG form is represented in Council's ROI form. If the disclosure form provided by your Council does not contain the required information as set out in the Model Code, please take steps to rectify this situation as soon as possible or notify OLG.

#### Do Councillors need to answer every question?

It was identified in the audit that Councillors were leaving questions blank or for example, drawing an X through them. This is an incorrect response and will be treated as 'no

T 02 4428 4100 F 02 4428 4199 TTY 02 4428 4209  
E [olg@olg.nsw.gov.au](mailto:olg@olg.nsw.gov.au) W [www.olg.nsw.gov.au](http://www.olg.nsw.gov.au) ABN 20 770 707 468



response,' which is invalid. Councillors must answer every question on the form, **whether it applies to them or not**. If the question does not apply to them, an acceptable response would be 'not applicable' or 'does not apply.'

#### **Do Councillors need to supply their residential address?**

It was detected that some Councillors failed to provide a place of residence. Please note, all Councillors **MUST** provide a place of residence in question one: 'A. Real Property.' **This applies to everyone**, and includes property owned, property rented or leased, or property that they are residing in that Councillors neither own nor lease under some other arrangement. Councillors have the right to have their address redacted before the ROI is published on Council's website.

#### **Request Information to Better Your Understanding**

Councillors should be encouraged to seek assistance in completing their ROI forms, by reaching out to their General Manager as soon as possible. They should be advised not to leave questions blank or answer them with incomplete or false information.

Moving forward, the Office of Local Government will complete spot check audits and will endeavour to conduct a similar audit each year to follow compliance. If you have any issues with the ROI form process at your Council, feel free to reach out to OLG at [olg@olg.nsw.gov.au](mailto:olg@olg.nsw.gov.au).

We thank you in advance for your assistance in this matter and are available on the contact details listed if you would like to discuss any matters in this letter.

Yours sincerely



**Karin Bishop**  
**Director, Sector Performance and Intervention**

20 March 2024

**20.19 THE BUNDAWARRAH CENTRE****File Number:** REP24/315**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. The Bundawarra Centre [↓](#) 

The Bundawarra Centre thank Council for ongoing support of the Centre and the annual live exhibitions.

Please thank Council and staff for their efforts and support.



**THE BUNDAWARRAH CENTRE**  
**HOME OF TEMORA'S HERITAGE COLLECTIONS**

TEMORA HISTORICAL SOCIETY Inc.

P.O.Box 181

TEMORA NSW 2666

Phone 0428 771 291

Email: [ruralmuseum@temora.nsw.gov.au](mailto:ruralmuseum@temora.nsw.gov.au)

16/3/24

Ms. Melissa Boxall,  
General Manager,  
Temora Shire Council,  
PO Box 262,

TEMORA NSW 2666

Dear Mel,

**re. 51<sup>st</sup> Annual Live Exhibition**

On behalf of the Temora Historical Society I am writing to thank Council most sincerely for its ongoing support of the Bundawarra Centre.

Year by year the Centre continues to develop and prosper, and while we are deeply indebted to the public and our strong contingent of supportive volunteers, we are, nonetheless, ever mindful that our success is in no small measure, due to continuing and most generous support from Council, for which we are most grateful.

Council, through both its indoor and outdoor staff, could not be more helpful in assisting the Committee; not only this year, which has seen the re-development of the Visitor Information Centre and the installation of the new Museum entrance, but on an ongoing and daily basis, contributing to the smooth conduct of the Centre.

Please advise both the Council and your staff of our genuine appreciation of their efforts and support.

Yours sincerely,

Bill Speirs

Manager.

**20.20 TEMORA SHOW SOCIETY - MEMBERS****File Number:** REP24/336**Author:** Executive Assistant**Authoriser:** General Manager**Attachments:** 1. Temora Show Committee [↓](#) 

Temora Show Society advising of the new Committee members.



Temora Show Society  
PO Box 357  
Temora, NSW, 2666

Email: [temorashow@gmail.com](mailto:temorashow@gmail.com)

28 March 2024

Mayor Rick Firman OAM  
Council Chambers  
105 Loftus Street  
Temora, NSW, 2666

By email: [rfirman@temora.nsw.gov.au](mailto:rfirman@temora.nsw.gov.au)

Dear Mayor,

On behalf of the President of the Temora Show Society (Society), Narelle Djukic, I wish to advise you and the members of the Temora Shire Council of the recent election of the office bearers for the Society at the Society's Annual General Meeting.

In that regard, I am pleased to inform you that the following persons were elected to the following positions:

**President:** Narelle Djukic  
**Hon Secretary:** Shaughn Morgan  
**Hon Treasurer:** Heather Stiboy  
**Vice-Presidents:** Jayson Collins & Heather Stiboy

The Executive and Committee of the Society look forward to further discussion and collaboration with you and the Council as we move towards the holding of the 137<sup>th</sup> Temora Show, to be held on 28 September 2024 at the Temora Showground.

If you require any further information, please do not hesitate to contact the President on 0408 364 729 (email: [dukesgardening@gmail.com](mailto:dukesgardening@gmail.com)) or myself on 0401 421 214 (email: [temorashow@gmail.com](mailto:temorashow@gmail.com)).

Yours faithfully,

Shaughn Morgan  
Hon Secretary

cc: Melissa Boxall, General Manager (by email: [mboxall@temora.nsw.gov.au](mailto:mboxall@temora.nsw.gov.au))

## 21 CONFIDENTIAL REPORTS

### RECOMMENDATION

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

#### **21.1 Confidential Minutes of the Assets & Operations Committee Meeting held on 9 April 2024**

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.

#### **21.2 General Manager's Informal Performance 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).

#### **21.3 De Boos Street Master Plan**

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.

#### **21.4 Code of Conduct Report**

This matter is considered to be confidential under Section 10A(2) - i 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 alleged contraventions of any code of conduct requirements applicable under section 440.

**22 MEETING CLOSE**