

Reports of the Corporate Governance Committee Meeting held at 5.30pm on Tuesday, 22 June 2010.

APOLOGIES

ACKNOWLEDGEMENT OF LAND

DECLARATIONS OF INTEREST

Pecuniary Interests

Non Pecuniary – Significant Interests

Non Pecuniary – Less than Significant Interests

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Minutes of the Corporate Governance Committee held on 22 June 2010

Present

His Worship the Mayor, Councillor A Rule
Councillor P Hawker (Chairperson)
Councillor F Borg
Councillor A Chanthivong
Councillor S Dobson
Councillor G Greiss
Councillor P Lake
Director Business Services - Mr M Sewell
Director City Works - Mr J Hely
Manager Assets and Supply Services - Mr G Mitchell
Manager Business Assurance – Ms M McIlvenny
Manager Corporate Support - Mr S Kelly
Acting Manager Communications and Marketing - Ms J Uluibau
Manager Customer Service - Mr I Hudson
Manager Emergency Services - Mr J Dodd
Manager Financial Services – Ms C Mears
Manager Human Resources - Mr B Mortimer
Manager Property Services - Mr J Milicic
Acting Manager Operational Services - Mr A Davies
Manager Waste and Recycling Services - Mr P MacDonald
Revenue Accountant – Mr A Butcher
Executive Assistant - Mrs K Peters

Apology (Greiss/Chanthivong)

That the apology from Councillor Matheson be received and accepted.

CARRIED

Acknowledgement of Land

An Acknowledgement of Land was presented by the Chairperson Councillor Hawker.

DECLARATIONS OF INTEREST

Declarations of Interest were made in respect of the following item:

Non Pecuniary – Significant Interests

Non Pecuniary – Less than Significant Interests

Councillor Rule - Item 4.2 - Sundry Debtors Report - May 2010 - Councillor Rule advised that he is a member of Campbelltown Golf Club.

Councillor Rule - Item 21.1 - Campbelltown Golf Lease - Councillor Rule advised that he is a member of Campbelltown Golf Club.

Councillor Chanthivong - Item 4.2 - Sundry Debtors Report - May 2010 - Councillor Chanthivong advised that he is a member of Campbelltown Golf Club.

Councillor Chanthivong - Item 21.1 - Campbelltown Golf Lease - Councillor Chanthivong advised that he is a member of Campbelltown Golf Club.

Councillor Borg - Item 3.1 - Amendment to Contract for Sale - Councillor Borg advised that he is a parishioner of the Church.

1. COMMUNICATIONS AND MARKETING

1.1 2011 Local Government Shires Association Tourism Conference Expression of Interest Submission Report

Reporting Officer

Manager Communications and Marketing

Attachments

Nil

Purpose

To update Council of an Expression of Interest submitted to the Local Government Shires Association (LGSA) to host the 2011 LGSA Tourism Conference.

History

Each year the LGSA presents a Local Government Tourism Conference. Councils are invited to submit an Expression of Interest to be the host city for the conference. Campbelltown City Council has submitted an Expression of Interest previously in 2009 for the 2010 Conference and was unsuccessful.

Report

Campbelltown City Council submitted an Expression of Interest to host the 2011 LGSA Tourism Conference. Each year a different Council and venue is selected based on their submissions.

The purpose of the conference is to facilitate Councillors and Council staff to meet with peers, listen to industry experts and openly discuss tourism issues that affect Local Government Areas.

Campbelltown City Council has been notified by the LGSA that we were unsuccessful in our bid. Additional feedback was requested to be taken into consideration when submitting other applications for tourism events.

Council staff will continue to monitor the industry for such opportunities to present Campbelltown City as being a desirable destination for such events.

Officer's Recommendation

That the information be noted.

Committee's Recommendation: (Dobson/Chanthivong)

That the Officer's Recommendation be adopted.

CARRIED

Council Meeting 29 June 2010 (Hawker/Chanthivong)

That the Officer's Recommendation be adopted.

Council Resolution Minute Number 119

That the Officer's Recommendation be adopted.

2. CORPORATE SUPPORT

2.1 Joint Standing Committee on Electoral Matters

Reporting Officer

Manager Corporate Support

Attachments

Recommendations of the Joint Standing Committee on Electoral Matters.

Purpose

To advise Council of the outcomes and recommendations of the Joint Standing Committee on Electoral Matters Inquiry into the 2008 Local Government Elections.

History

In March 2009 the then Premier referred the conduct of the 2008 Local Government Elections to the Joint Standing Committee on Electoral Matters for inquiry following concerns raised by the Local Government and Shires Association (LGSA).

Report

The Joint Standing Committee's Inquiry was conducted in the context of significant concern and anxiety on the part of councils across the State in relation to the conduct and administration of the 2008 Local Government elections.

The Inquiry resulted from efforts by the LGSA to convey to the Government and the public the level of dissatisfaction on the part of individual councils about the cost of the election and the implementation of full cost recovery. In particular Councils strongly objected to the costs that were significantly above what they had paid to the NSW Electoral Commission (NSWEC) in relation to the conduct of previous local government elections.

The Committee invited all Councils, registered political parties as well as other stakeholders to make submissions to the Inquiry on their issues of concern. Campbelltown Council accepted this invitation and provided the Committee with a detailed submission highlighting Council's concerns with the cost and administration of the election.

Submissions from Councils both metropolitan and regional identified a number of concerns about the elections. The most common issue identified through the Inquiry was the issue of costs for running the elections. Many Councils including Campbelltown felt the model used by the Electoral Commission for apportioning costs was an attempt to shift costs of maintaining the Electoral Commission onto local government.

Other councils identified issues with the use of Regional Returning Officer model where a Returning Officer was shared amongst two or more councils. Issues including insufficient ballot papers at polling booths, the time taken for results to be declared, the selection of polling places and returning officer accommodation were also raised by a number of councils.

In addition to inviting submissions the Committee also conducted public hearings to allow councils and other stakeholders the opportunity to express their views on the conduct of the elections. The Director Business Services represented Council at the public hearings.

The Committee wanted to further explore the concerns of councils regarding the cost of the elections and engaged a recognised accounting firm to conduct an independent review. The firm of PKF Accountants conducted the review of costs and charges to councils for the election. While the report identified areas where cost calculations could be clarified, the report concluded, "*that nothing has come to our attention that causes us to believe that the costs passed onto local councils in relation to the 2008 Local Government Elections are unreasonable.*"

The Committee was clear that its role in the inquiry process was not to pass judgement about competing interests of inquiry participants but rather to balance these interests with reference to the responsibilities, roles, expectations and performance of key stakeholders. The Committee noted the scale and complexity of the logistical exercise in conducting and administering the local government elections and the challenges faced by the Electoral Commission in undertaking full responsibility for these elections for the first time.

The Committee regards the Electoral Commission's role as particularly significant in terms of securing the integrity of the election process and the observance of consistent standards in election processes. The relationship between the Electoral Commission and its stakeholders is critical to the success of the Commission and its credibility in performing this role.

The Committee's report contains sixteen key recommendations and findings that aim to enhance and develop the degree of accountability and transparency around the conduct and administration of elections and foster the relationship between the Electoral Commission and key stakeholders such as councils, candidates and the public. The proposals recommended by the Committee include:

- Ongoing parliamentary committee review of the conduct and administration of local government elections.
- Inclusion in the parliamentary committee review of the budgeted and actual costs for the 2012 local government elections.
- Mandatory reporting by the Electoral Commission on local government elections
- Development and implementation by the Electoral Commission of a Local Government Election Service Charter in consultation with relevant stakeholders.

It was claimed during the course of the Inquiry that the costs passed on to councils by the Electoral Commission were more than mere cost recovery. Evidence gathered during the Inquiry would indicate that this was not the case. The Committee has concluded that the costs recovered by the Electoral Commission from councils were reasonable and accurate. However, there were a number of areas in relation to the elections that the Committee considers should be subject to further examination and consultation in the lead up to the 2012 Local Government Elections.

While the Committee has identified a number of areas where improvements can be made in the management of services by the Electoral Commission, the Committee was not critical of the conduct of the elections overall. The Committee acknowledged that the Electoral Commission's conduct of the 2008 Local Government Elections provided a comprehensive, transparent and impartial service to councils.

Officer's Recommendation

That the information be noted.

Committee's Recommendation: (Lake/Rule)

That the Officer's Recommendation be adopted.

CARRIED

Council Meeting 29 June 2010 (Hawker/Chanthivong)

That the Officer's Recommendation be adopted.

Council Resolution Minute Number 119

That the Officer's Recommendation be adopted.

ATTACHMENT 1

List of recommendations of the Joint Standing Committee on Electoral Matters

RECOMMENDATION 1

The Committee recommends that:

- (a) each House of Parliament amend the resolution establishing the Joint Standing Committee on Electoral Matters to include a *standing reference* to inquire into and report upon:
 - i. the conduct and administration of local government elections, and
 - ii. any matter connected with the following laws as they pertain to local government elections -
 - the *Local Government Act 1993* and the Local Government (General) Regulation 2005;
 - the *Parliamentary Electorates and Elections Act 1912*; and
 - the *Election Funding and Disclosures Act 1981*.
- (b) the Committee is to report upon the outcome of any such inquiry as soon as practicable after 12 months from the date on which the local government elections are held.
- (c) each House consider passing a resolution to clarify that the Joint Standing Committee on Electoral Matters may inquire into and report upon any matter relating to local government elections as referred to it by either House of the Parliament or a Minister.

RECOMMENDATION 2

The Committee recommends that:

- (a) the *Local Government Act 1993* be amended to require the Electoral Commissioner to provide a report to the appropriate Minister on each set of local government elections, within nine months of the election, and for the report to include details of the following:
 - i. the role of the NSWEC;
 - ii. electoral services provided to:
 - electors
 - councils
 - candidates, groups and political parties
 - iii. recruitment and training of election staff, and the management of polling places;
 - iv. counting and the provision of the election results;
 - v. funding arrangements and the costs associated with the local government elections;
 - vi. benchmarking of the conduct and administration of the local government elections; and
 - vii. any relevant legislative amendments affecting the conduct and administration of the local government elections.
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- (b) consistent with Recommendation 2a, an amendment be made to the *Parliamentary Electorates and Elections Act 1912* to require the Electoral Commissioner to provide a report to the Premier in respect of each state general election, within nine months of the election.
- (c) the relevant statutes be amended to provide that the reports by the Electoral Commissioner in respect of each state general election and local government election be tabled in Parliament within 14 days of receipt by the Minister.

RECOMMENDATION 3

The Committee recommends that the Joint Standing Committee on Electoral Matters externally review the operation of the full cost recovery model for the 2012 local government general elections and, in light of the findings of that review, consider the necessity for engaging consultants to conduct any subsequent external reviews of the model.

RECOMMENDATION 4

The Committee recommends that the NSW Electoral Commissioner ensure that detailed information about the budgeted and actual costs for the 2012 local government elections be provided to all council General Managers. Such detailed information should provide explanations as to what each line item covers, and how it has been calculated and allocated.

RECOMMENDATION 5

The Committee recommends that a higher proportion of the NSW Government's advertising budget be spent advertising the next local government election in the fortnight preceding polling day.

RECOMMENDATION 6

The Committee recommends that:

- (a) the NSW Electoral Commission continue to conduct stakeholder surveys on the conduct of the election;
- (b) detailed information on the survey responses be provided to the Committee as part of the material examined during the proposed review of the 2012 local government elections, in addition to any statistical compilation of survey results;
- (c) in conducting the surveys the Electoral Commission give particular attention to stakeholder views on the following issues, raised with the Committee during the course of this inquiry:
- the Regional Returning Officer model;
 - resourcing, staffing and location of pre-poll and polling booths; 2008 local government elections
 - transportation of ballot papers;
 - arrangements for scrutineering;
 - election advertising;
 - the Elector Inquiry Centre; and
 - the counting of the vote.
-

RECOMMENDATION 7

The Committee recommends that:

- (a) the NSW Electoral Commission consider formulating a 'Service Charter for local government elections', to be developed in consultation with relevant stakeholders and modelled on the Commonwealth and State Government Service Charters for departments and agencies dealing with the public.
- (b) the proposed Service Charter be aligned to the corporate values of the NSW Electoral Commission around their four key result areas, as they relate to local government general elections.
- (c) the NSW Electoral Commission include in its report on the local government elections information on its performance in providing services for local government elections, benchmarked against the proposed Service Charter.

RECOMMENDATION 8

The Committee recommends that the following aspects of the Regional Returning Officer (RRO) model be given consideration by the NSW Electoral Commission in preparation for the 2012 local government elections:

- (a) the accessibility of RROs to the residents, candidates and staff of those councils not hosting the returning officer, including the possibility of the returning officer making visits to those other councils during the election period.
- (b) the use of a landline or free call contact number for all returning officers.
- (c) ballot paper transportation.
- (d) arrangements for pre-poll voting for those councils not hosting the RRO, including the possibility of employing part time electoral officials to cover those councils not hosting the RRO.

RECOMMENDATION 9

The Committee recommends that:

- (a) councils should continue to be responsible for the maintenance of the non-residential roll for local government general elections;
 - (b) the NSWEC and Department of Local Government work to clarify the appropriate authority for providing advice to councils on inclusions and exclusions to the non-resident roll;
 - (c) as part of the consultations with General Managers prior to the 2012 local government general elections, the Electoral Commissioner provide information to councils on strategies to improve enrolment levels in relation to non-residential electors; and
 - (d) the NSW Electoral Commission continue to provide support for publication of information relating to the non-residential roll via the NSWEC website.
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RECOMMENDATION 10

The Committee recommends that the requirement that a candidate's signature on a local government election nomination form be witnessed by a Justice of the Peace be discontinued.

RECOMMENDATION 11

The Committee recommends that:

- (a) the *Local Government Act 1993* be amended to allow elections with universal postal voting for those councils who opt to use that method of election, in time for the 2012 local government elections.
- (b) the Government undertake consultation on the best method for councils to use to decide to opt into a universal postal voting system.
- (c) the NSWEC provide advice to the General Manager of local councils interested in universal postal voting as to the costs involved in taking up this option.

RECOMMENDATION 12

The Committee recommends that prior to the 2012 local government elections, the NSWEC:

- (a) review the methodology used to calculate projected voting figures and allocate ballot papers for polling places.
- (b) review the policies and procedures in place to deal with any shortage of ballot paper that may occur on election day.
- (c) review the method for determining staffing levels for polling booths on election day, including multi-ward and multi-council polling places.

RECOMMENDATION 13

The Committee recommends that the Electoral Commissioner examine multi-council how-to-vote cards for multi-council polling places, with a view to allowing multi-council how-to-vote cards.

RECOMMENDATION 14

The Committee recommends that more priority be given to disability access for polling places.

RECOMMENDATION 5

The Committee recommends that the Electoral Commissioner:

- (a) provide advice to General Managers as part of the consultation process in the lead up to the 2012 local government elections on the option of a local computerised count where required, including detailed information about the costs and resourcing issues.2008 local government elections
-

- (b) report on any initiatives undertaken by the NSW Electoral Commission toward improving counting and publication of results in the Commission's next report on the local government elections in 2012.

RECOMMENDATION 16

The Committee recommends that the NSW Electoral Commission investigate the feasibility of abolishing the random sampling method for preference distribution and the alternative fractional methods currently available, and calculate the costs associated with moving to technology that would support an alternative method.

2.2 Accessible Polling Places

Reporting Officer

Manager Corporate Support

Attachments

Nil

Purpose

To advise Council of the request from the Local Government and Shires Association (LGSA) for Council to assist in the development of a database of accessible venues that would be suitable for use as polling places.

Report

The LGSA are seeking Councils assistance in improving access to polling places for people with a disability. A survey by the Physical Disability Council of NSW (after the 2008 Local Government elections) found that almost 59% of people with physical disability experience difficulty in voting at the polling places that they attended.

In order to improve the situation at all future elections the association has written to all Mayors' in NSW asking them to identify buildings in the LGA which would be accessible for people with a disability to vote. This information would assist in developing a database of information on accessible polling places for both the Australian and NSW Electoral Commissions, which would be useful for all future elections.

Council staff are currently undertaking an audit of all Council owned facilities to determine accessibility for people with disabilities. When completed the results will be forwarded to both the State and Australian Electoral Commissions so that they may be advertised well in advance of future elections.

Officer's Recommendation

That the information be noted.

Committee's Recommendation: (Dobson/Chanthivong)

That the Officer's Recommendation be adopted.

CARRIED

Council Meeting 29 June 2010 (Hawker/Chanthivong)

That the Officer's Recommendation be adopted.

Council Resolution Minute Number 119

That the Officer's Recommendation be adopted.

3. PROPERTY SERVICES

3.1 Amendment to Contract for Sale

Reporting Officer

Manager Property Services

Attachments

Nil

Purpose

To seek an amendment to a previous Council resolution dated 15 December 2009 in relation to the sale of Lot 4035 DP 790757, Anthony Drive Rosemeadow.

History

Council at its meeting of 15 December 2009 considered a report in relation to the proposed sale of Lot 4035 DP 790757 to Our Lady Help of Christians Catholic Parish. Council approved the sale and agreed to enter into a Contract of Sale with Our Lady Help of Christians Catholic Parish.

Report

Based on the previous resolution Contracts for Sale were prepared which identified the purchaser as Our Lady Help of Christian Catholic Parish.

It should be noted that the Contract for Sale was vetted by the purchaser's solicitor which sought execution and exchange of contracts based on the purchaser being identified as "Our Lady Help of Christian Catholic Parish".

Given that the purchasers solicitor had identified acceptance of the contract terms Council has executed a counterpart of the Contract for Sale but are yet to exchange.

It has now been identified by the purchaser that they do not have the legal ability to complete the purchase under the name of Our Lady Help of Christian Catholic Parish which was previously identified and approved in Councils resolution of 15 December 2009 approving the sale of the property.

In this respect Council has been requested to provide its agreement to amend the purchaser details to reflect the sale of Lot 4035 DP 790757 to "The Trustees of the Roman Catholic Church for the Diocese of Wollongong" as the legal entity on behalf of Our Lady Help of Christian Catholic Parish.

Although the purchasers solicitor requested that the amendment be made by hand on the Contract for Sale and initialled by both parties, Councils solicitor has advised that a new Council report be provided which identifies the sale to The Trustees of the Roman Catholic Church for the Diocese of Wollongong.

This would also prevent any issues arising from the Land Titles Office potentially requisitioning purchaser details for the sale.

Aside from the amendment to the purchasers name to be shown on the Contract for Sale the remaining terms and conditions including the sale price outlined in the previous report approved by Council at its meeting of 15 December 2009 will remain the same.

Councils valuer has also indicated that the previously agreed purchase price is still considered relevant given that there has been little if any movement in the market for similar land in the interim period since Councils original approval.

Accordingly it is recommended that Council approve the amendment to the name of the purchaser on the Contract for Sale from Our Lady Help of Christian Catholic Parish to the new amended name of The Trustees of the Roman Catholic Church for the Diocese of Wollongong.

Officer's Recommendation

That Council approve the change in purchaser details for the disposal of Lot 4035 DP 790757 to reflect the purchase of the property by The Trustees of the Roman Catholic Church for the Diocese of Wollongong on the same terms and conditions as outlined in previous report dated 15 December 2009.

Committee's Recommendation: (Greiss/Borg)

That the Officer's Recommendation be adopted.

CARRIED

Council Meeting 29 June 2010 (Hawker/Chanthivong)

That the Officer's Recommendation be adopted.

Council Resolution Minute Number 119

That the Officer's Recommendation be adopted.

4. FINANCIAL SERVICES

4.1 Monthly Rates Summary

Reporting Officer

Manager Financial Services

Attachments

1. Monthly Rates Summary
2. Actual to Budget Result
3. Rates Statistics

Purpose

To provide details of the 2009/10 Rates and Charges Levy and cash collections for the period ending 31 May 2010.

Report

Rates and charges levied for the period ending 31 May 2010 totalled \$71,929,180, representing a shortfall in the budget estimate of \$11,820.

Receipts collected to the end of May totalled \$65,699,933. In percentage terms this amount represents 87.96% of all rates and charges due to be paid. In comparison, the amount collected in the same period last year was 87.45%.

The fourth instalment of rates and charges became due for payment on 31 May 2010. A review of payment channels has revealed the preferred method of paying rates remains with BPay phone and internet payments representing 48%, followed by Australia Post 37% and credit card by phone and internet with 7.3%.

To encourage ratepayer participation in electronic notice service delivery, a flyer was included with the May instalment mail distribution. This has resulted in the number of registered participants increasing by 23% over the last quarter to a current total of 726.

Continued efforts have been made throughout the year to assist ratepayers in making suitable arrangements to clear any debts. As at the end of May, 289 ratepayers with a total arrears balance of \$233,388 have elected to manage their accounts through making suitable arrangements.

Ratepayers who purchased property since the issue of the May instalment notices have received a "Notice to New Owner" letter. During the month, nine of these notices were sent advising the amount raised by Council in annual rates and charges and the unpaid balance.

Officer's Recommendation

That the information be noted.

Committee's Recommendation: (Rule/Borg)

That the Officer's Recommendation be adopted.

CARRIED

Council Meeting 29 June 2010 (Hawker/Chanthivong)

That the Officer's Recommendation be adopted.

Council Resolution Minute Number 119

That the Officer's Recommendation be adopted.

ATTACHMENT 1

RATES SUMMARY

STATEMENT OF ALL OUTSTANDING RATES AND EXTRA CHARGES

RATE - CHARGE	NET ARREARS 1/7/2009	NET LEVY FOR YEAR	PENSION REBATES	EXTRA CHARGES	TOTAL RECEIVABLE	CASH COLLECTED	NET AMOUNT DUE	POSTPONED RATES & INTEREST	GROSS AMOUNT DUE
RESIDENTIAL	2,342,456.62	40,132,151.14	1,231,989.16	816,141.91	42,058,760.51	36,451,951.70	5,606,808.81	351,905.11	5,958,713.92
BUSINESS	281,061.70	6,795,090.79		54,883.92	7,131,036.41	6,329,153.67	801,882.74		801,882.74
BUSINESS - IND	297,101.96	6,936,516.11		42,322.04	7,275,940.11	6,546,562.22	729,377.89		729,377.89
FARMLAND	-1,636.66	318,492.84	753.00	2,166.97	318,270.15	247,393.50	70,876.65	151,633.99	222,510.64
LOAN	203,799.99	4,345,500.94		15,519.83	4,564,820.76	3,981,660.04	583,160.72	53,761.57	636,922.29
F5 ACCESS RAMPS	44,979.98	1,070,139.89		3,315.53	1,118,435.40	1,007,292.77	111,142.63		111,142.63
MAIN STREET	12,054.91	0.00		120.91	12,175.82	12,102.96	72.86		72.86
TOTAL	\$3,179,818.50	\$59,597,891.71	\$1,232,742.16	\$934,471.11	\$62,479,439.16	\$54,576,116.86	\$7,903,322.30	\$557,300.67	\$8,460,622.97
GARBAGE	549,198.05	11,510,043.11	354,539.61	37,712.39	11,742,413.94	10,323,617.59	1,418,796.35		1,418,796.35
SANITARY	0.00	927.00		0.00	927.00	927.00	0.00		0.00
STORMWATER	46,837.61	874,594.40		2,798.48	924,230.49	799,271.98	124,958.51		124,958.51
GRAND TOTAL	\$3,775,854.16	\$71,983,456.22	\$1,587,281.77	\$974,981.98	\$75,147,010.59	\$65,699,933.43	\$9,447,077.16	\$557,300.67	\$10,004,377.83

Total from Rates Financial Transaction Summary	9,603,935.33
Overpayments	-400,442.50
Difference	0.00

ANALYSIS OF RECOVERY ACTION

Rate accounts greater than 6 months less than 12 months in arrears	773,479.94
Rate accounts greater than 12 months less than 18 months in arrears	189,111.22
Rate accounts greater than 18 months in arrears	73,636.43
TOTAL rates and charges under instruction with Council's agents	\$1,036,227.59

ATTACHMENT 2

COMPARISON OF BUDGET TO ACTUAL

DESCRIPTION	ORIGINAL BUDGET	REVISED BUDGET	ACTUAL	BALANCE STILL REQD.	% RAISED
RESIDENTIAL	40,239,000	40,239,000	40,132,151	106,849	99.73%
BUSINESS	6,695,000	6,695,000	6,795,091	(100,091)	101.50%
BUSINESS - INDUSTRIAL	6,868,000	6,868,000	6,936,516	(68,516)	101.00%
FARMLAND	321,500	321,500	318,493	3,007	99.06%
LOAN	4,341,000	4,341,000	4,345,501	(4,501)	100.10%
F5 ACCESS RAMPS	1,070,100	1,070,100	1,070,140	(40)	100.00%
TOTALS	59,534,600	59,534,600	59,597,892	(63,292)	100.11%
INTEREST CHARGES	195,000	195,000	210,729	(15,729)	108.07%
LEGAL COSTS RECOVERED	900,000	900,000	726,044	173,956	80.67%
PENSIONERS - Sec 575	(1,520,000)	(1,520,000)	(1,587,282)	67,282	104.43%
PENSIONERS SUBSIDY	836,000	836,000	873,005	(37,005)	104.43%
SUB TOTAL	59,945,600	59,945,600	59,820,387	125,213	99.79%
DOMESTIC WASTE CHARGES	11,134,400	11,134,400	11,233,271	(98,871)	100.89%
SANITARY INCOME	1,000	1,000	927	73	92.70%
STORMWATER MNGMNT	860,000	860,000	874,594	(14,594)	101.70%
GRAND TOTALS	71,941,000	71,941,000	71,929,180	11,820	99.98%

COLLECTIONS AS A % OF:

	TOTAL RECEIVABLE	TOTAL LEVIED	TOTAL RECEIVABLE	TOTAL LEVIED
RESIDENTIAL	86.67%	90.83%		
BUSINESS	88.76%	93.14%	RATES	91.57%
BUSINESS - INDUSTRIAL	89.98%	94.38%	GARBAGE	89.69%
FARMLAND	77.73%	77.68%	SANITARY	0.00%
LOAN	87.22%	91.63%	STORMWATER	91.39%
F5 ACCESS RAMPS	90.06%	94.13%		
ALL RATES	87.35%	91.57%	TOTAL RATES & CHARGES	91.83%

ATTACHMENT 3

RATES STATISTICS

No. of documents Issued	July	August	September	October	November	December	January	February	March	April	May	June	May-09
Rate Notices	49,847	113		130									
Instalment Notices				41,084			40,506			40,325			
Missed Instalment Notices			7,062			7,223			6,663				
- Pensioners > \$15.00			601			591			579				
Notice to new owner	213	193	49	33	24	97	43	21	13	37	9		11
7-day Letters - Council issued			1,525			1,596			1,639				
- Pensioners > \$500.00			129			119			98				
7-day Letters - Agent issued			671			663			765				
Statement of Claim	208	12	6	239	11	31	276	13	11	269	26		30
Judgements	7	3	41	16	6	9	9	13	22	12	45		114
Writs	6	28	5	50	5	4	56	9	7	21	8		34
eRates	544	559	564	572	578	581	586	590	593	708	726		
Arrangements	316	265	339	295	264	342	298	284	351	345	289		265

4.2 Sundry Debtors Report - May 2010

Reporting Officer

Manager Financial Services

Attachments

1. Debtors Summary
2. Ageing of Sundry Debtors – May 2010

Purpose

To provide a report detailing the amount outstanding by type and age for sundry debts for the period ending 31 May 2010.

Report

Sundry debts outstanding to Council as at 31 May 2010 were \$2,326,209 reflecting an increase of \$405,073 since 30 April 2010. The ratio of outstanding debts to current invoices has decreased from 37% in April to the current level of 32%. This ratio has been affected by an increase in the current and 30 day debts for this period. This debtor management ratio is a measure of the effectiveness of recovery efforts, however is impacted by Council policies as well as economic and social conditions.

During the period, 366 invoices were raised totalling \$1,959,806 and of these, the most significant have been in the following areas:

Government and other Grants - \$1,157,031

The main invoices relate to:

Department of Premier and Cabinet - 2009 Community Building Partnership Program Project at Worrell Park and Campbelltown Swimming Centre	\$308,000
Department of Infrastructure, Transport and Regional Development – National Bike Path at Macquarie Fields and Campbelltown CBD cycleway improvements	\$175,000
NSW Rural Fire Service – Fire trail maintenance at St Helens Park, West Smith Creek, Riverside Drive and Long Point	\$50,907
NSW Sport and Recreation – Capital assistance for Raby Sports Complex change rooms, Capital assistance for Waminda Oval grandstand seating and new storage and awning at Ingleburn Memorial Park	\$46,316
National Motor Vehicle Theft Reduction Council – Operation ‘Bounce Back’ funding agreement	\$11,000

Corporate Administration - \$449,262

The main invoices relate to:

Australian Rail Track Corporation Ltd – Occupation Fees for February, March and April	\$231,667
Optus Mobile Pty Ltd – Ambarvale and Glen Alpine property services ground lease	\$57,278
SITA Environmental Solutions – Contribution to domestic waste and recycling education program	\$36,747
Total Event and Management Services Pty Ltd – Commission on sales from Campbelltown Sports Stadium	\$23,784
East Campbelltown Eagles Junior Rugby League Football Club – Contribution towards grandstand seating at Waminda Oval	\$9,625
University of Western Sydney – Contribution to Midnight Basketball 2010 program	\$4,400
NSW Police Force – Contribution to NAIDOC 2010 week	\$3,000

Land and Building Rentals \$362,105

The main invoices relate to:

Glenquarie Hotel Pty Ltd – Glenquarie Shopping Centre	\$29,817
Aldi Stores – 61 Victoria Road, Macquarie Fields	\$20,277
Caltex Oil Australia Pty Ltd – Glenquarie Shopping Centre	\$13,842
Mycorp Group Pty Ltd – BP Petrol Station	\$12,581

Receipts to the value of \$1,554,733 have been received during the period, the most notable in the following areas:

Government and other Grants	\$989,485
Corporate Administration	\$146,873
Land and Building Rentals	\$122,384
Waste Collection Services	\$67,826
Private Works	\$63,620

Debts exceeding 90 days of age totalled \$554,966 as at 31 May 2010. The major invoices relating to this balance include:

Road Restorations

Sydney Water Corporation - Road restorations at various locations in the Local Government Area. Despite continual contact from Council Officers requesting finalisation of the account, payments are regularly made late	\$113,518
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Government and other Grants

Department of Infrastructure, Transport and Regional Development - Funding for National Bike Track. Payment was received on 1 June 2010 and will be reflected in Junes Sundry Debtor Report	\$70,000
Department of Planning - Master planning of Campbelltown, Macarthur and Ingleburn Centres. Department of Planning have advised that payment will be received by the end of June	\$22,000
NSW Rural Fire Service - Refurbishment of Wedderburn Fire Shed. Rural Fire Service is disputing costs associated with the refurbishment. Meetings to resolve this dispute are currently still in progress	\$10,000

Corporate Administration

6 Lithgow St Pty Limited - Installation of Class A Hoarding at the old RSL site. Debt recommended to be written off as this debtor has now been declared bankrupt. Will be reviewed by Councils Auditor's during the next audit	\$63,879
Department of Education and Training - Contribution to Regional Sport Facility at Sarah Redfern. Council is still finalising works at the facility before handing it over to the school for use. Payment is anticipated upon handover	\$44,000
Campbelltown Golf Club Limited - Land rates for 2009/10. Arrangement has been made to finalise the account in full by August once membership income has been received	\$38,889

Council officers continue to provide assistance to debtors experiencing difficulties in paying their accounts. Debtors are encouraged to clear their outstanding debts through regular payments where possible to avoid any further recovery action.

During the month, 22 accounts progressed to recovery action. The defaulting debtors were issued a letter of demand on Council letterhead advising that if the account was not settled or an appropriate arrangement was not made, the account may escalate to formal legal actions through Council's agents. Council's agents were instructed to proceed with two Statement of Liquidation Claims, one for outstanding Shop Licence inspection fees and one for outstanding Childcare fees.

Officer's Recommendation

That the information be noted.

Committee's Recommendation: (Lake/Greiss)

That the Officer's Recommendation be adopted.

CARRIED

Council Meeting 29 June 2010 (Hawker/Chanthivong)

That the Officer's Recommendation be adopted.

Council Resolution Minute Number 119

That the Officer's Recommendation be adopted.

ATTACHMENT 1

DEBTORS SUMMARY 1 May 2010 to 31 May 2010

DEBTOR TYPE/DESCRIPTION	ARREARS AT 30/04/2010	RAISED THIS PERIOD	RECEIVED THIS PERIOD	BALANCE AT 31/05/2010	% DEBT RATIO
Corporate Administration	332,835	449,262	146,873	635,225	27.31%
Abandoned Items	3,989	0	1,076	2,913	0.13%
Child Care Debts	30,844	4,273	0	35,116	1.51%
Community Bus	161	144	72	233	0.01%
Tennis Court Hire	757	0	0	757	0.03%
Sportsground and Field Hire	70,802	20,358	35,910	55,250	2.38%
Government and other Grants	788,222	1,157,031	989,485	955,767	41.09%
Public Hall Hire	21,413	29,208	20,306	30,315	1.30%
Health Services	350	0	0	350	0.02%
Land and Building Rentals	67,359	81,161	122,384	26,136	1.12%
Library Fines and Costs	148,795	1,161	0	149,956	6.45%
Healthy Lifestyles	16,287	2,976	14,194	5,068	0.22%
Pool Hire	13,594	7,640	10,727	10,507	0.45%
Private Works	98,761	5,749	63,320	41,190	1.77%
Road and Footpath Restoration	138,285	73,577	13,121	198,741	8.54%
Shop and Office Rentals	78,217	49,126	47,704	79,640	3.42%
Various Sundry Items	77,841	26,521	21,736	82,626	3.55%
Waste Collection Services	72,061	51,621	67,826	55,856	2.40%
	1,921,136	1,959,806	1,554,733	2,326,209	100%

ATTACHMENT 2

AGEING OF SUNDRY DEBTOR ACCOUNTS - 31 May 2010

Description	Current Charges	Total 30 Days	Total 60 Days	Total 90+ Days	Balance Due	Previous Month 90+ days
Corporate Administration	377,958	49,060	904	207,303	636,225	193,926
Abandoned Items	0	0	594	2,319	2,913	3,394
Child Care Debts	35,116	0	0	0	35,116	0
Community Bus	233	0	0	0	233	0
Tennis Court Hire	757	0	0	0	757	0
Sportsground and Field Hire	18,246	2,200	0	34,805	55,250	52,071
Government and other Grants	611,767	55,000	179,000	110,000	955,767	106,400
Public Hall Hire	22,766	3,259	2,615	1,675	30,315	2,842
Health Services	0	0	0	350	350	350
Land and Building Rentals	4,622	8,066	2,661	10,786	26,136	8,063
Library Fines and Costs	149,956	0	0	0	149,956	0
Healthy Lifestyles	2,301	658	324	1,786	5,068	5,396
Pool Hire	2,488	7,544	0	475	10,507	477
Private Works	6,674	21,643	0	12,872	41,190	14,949
Road and Footpath Restoration	70,368	0	0	128,372	198,740	17,312
Shop and Office Rentals	72,753	5,250	1,637	0	79,640	437
Various Sundry Items	24,668	10,559	7,619	39,779	82,626	53,496
Waste Collection Services	51,291	120	0	4,445	55,856	4,445
	1,412,528	163,360	195,355	554,966	2,326,209	463,558

4.3 Investment Report - May 2010

Reporting Officer

Manager Financial Services

Attachments

Investment Portfolio Performance – May 2010

Purpose

To provide a report to Council outlining the investment portfolio performance for May 2010.

Report

Council invests any surplus funds that become available through the financial instrument designated by the Ministerial Order from the Division of Local Government. The *Local Government Act, 1993* and the Local Government (General) Regulation 2005 require a monthly investment report be presented to Council.

Council's Investment Portfolio as at 31 May 2010 stood at approximately \$63m. Funds are currently being managed both by Council staff and Fund Managers and are in accordance with the *Local Government Act, 1993*, Local Government (General) Regulation 2005 and Council's Investment Policy.

Monthly Performance

The return for the entire portfolio on an annualised basis was 5.27%. This reflects an out performance of the bank bill index benchmark which returned 4.50%. Funds directly invested returned 5.40% for the month.

Rolling Year to Date (annualised) Return	May
Council Managed Funds	4.68%
Local Government Ethical Fund	5.28%
Local Government Fixed Out Cash Fund	4.18%
<i>Benchmark: 90 Day Bank Bill Index</i>	3.69%

Council's credit exposure as at 31 May shows 54% of investments placed with institutions rated AAA to AA-, 32% in institutions rated A+ to A, 9% in institutions rated A- to BBB- and 5% in other financial institutions. All investments are placed with Approved Deposit Taking Institutions who meet the eligibility for the government wholesale funding guarantee.

The current composition of the portfolio is 27% managed funds, 59% direct council managed term deposits, 13% in floating rate notes and 1% in offset facilities.

Economic Outlook

The official cash rate was left unchanged from its present level of 4.50 per cent by the Reserve Bank of Australia at its meeting on 1 June 2010. It should be noted this wait and watch approach to monetary policy does not mean that the rate cycle has come to an end as there is a distinct possibility that inflation may provide pressure to lift rates again later in the year.

Council's investment portfolio continues to outperform the benchmark of the 90 day bank bill index. The recently published Local Government Investment Guideline leaves little scope for the enhancement of Council's investment portfolio with the various investment products being offered. However, to optimise the portfolio, advantage is taken on the length of maturity of the investment given the rating of the institution and the guarantee of the Federal Government for investments placed with Approved Deposit Taking Institutions.

A meeting has been scheduled with Council's external financial advisor Spectra Financial Services to conduct a comprehensive review of the structure and performance of the investment portfolio. Specifically the investments held with LGFS and the quantum held will be reviewed as there is a significant exposure to this financial institution.

Officer's Recommendation

That the information be noted.

Committee's Recommendation: (Borg/Dobson)

That the Officer's Recommendation be adopted.

CARRIED

Council Meeting 29 June 2010 (Hawker/Chanthivong)

That the Officer's Recommendation be adopted.

Council Resolution Minute Number 119

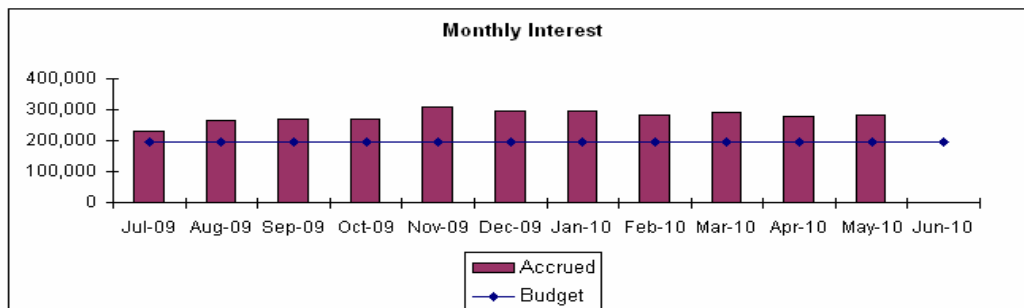
That the Officer's Recommendation be adopted.

ATTACHMENT 1

CAMPBELLTOWN CITY COUNCIL INVESTMENT PORTFOLIO Summary May 2010

Benchmark UBS Warburg 90 Day Bank Bill Index
 Portfolio Balance \$63,217,357.21

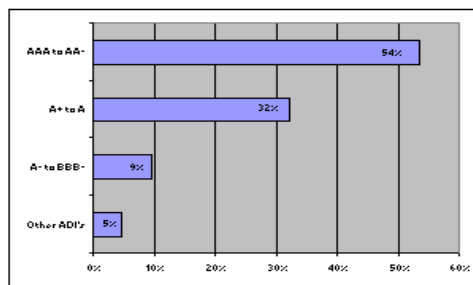
Monthly Performance	Return (mth)	Return (pa)
UBSW 90 Bank Bill Index	0.38%	4.50%
Total Portfolio	0.45%	5.27%
<i>Performance to Benchmark</i>	+ 0.07%	+ 0.77%
Portfolio - Direct Investments	0.46%	5.40%
<i>Performance to Benchmark</i>	+ 0.08%	+ 0.90%
Portfolio - Managed Funds	0.42%	4.97%
<i>Performance to Benchmark</i>	+ 0.04%	+ 0.47%



Year to Date Performance

Rolling 12 Month Period
 4.68% Council Managed Funds
 5.28% LGFS Ethical Fund
 4.18% LGFS Fixed Out Cash Fund
 3.69% Benchmark

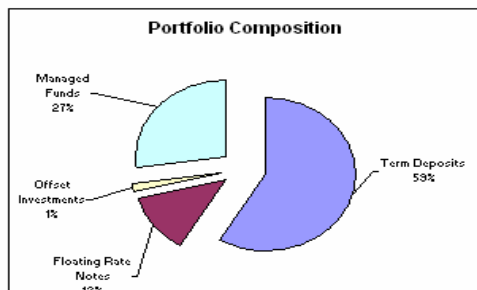
Credit Exposure



Interest Budget to Actual
 Budget to Period \$2,173,875
 Accrued to Period \$3,064,166

Securities

Institutions



Institution	Amount Invested	% Portfolio
Macquarie Bank	\$ 1,000,000.00	2%
LGFS Managed Funds	\$ 17,277,557.86	27%
Suncorp Metway	\$ 2,094,142.10	3%
National Australia Bank	\$ 7,968,634.77	13%
NSW Treasury	\$ 4,448,000.00	7%
Westpac Bank	\$ 6,092,701.91	10%
ANZ Bank	\$ 4,081,531.50	6%
Citibank	\$ 1,015,603.29	2%
St George Bank	\$ 1,056,832.07	2%
Commonwealth Bank	\$ 6,050,110.57	10%
Bank Western Australia	\$ 3,109,656.84	5%
Illawarra Mutual BS	\$ 1,000,000.00	2%
Newcastle Perm BS	\$ 1,000,000.00	2%
Heritage BS	\$ 1,000,000.00	2%
Rural Bank	\$ 1,000,000.00	2%
Members Equity Bank	\$ 1,000,000.00	2%
Bank of Queensland	\$ 1,000,000.00	2%
Mystate Financial CU	\$ 1,000,000.00	2%
Defence Services CU	\$ 1,000,000.00	2%
Maitland Mutual BS	\$ 1,022,586.30	2%
Total	\$63,217,357.21	100%

4.4 Process of Recovering Outstanding Rates

Reporting Officer

Manager Financial Services

Attachments

Nil

Purpose

To provide Council with an update on the process involved in the recovery of unpaid rates and charges.

History

At the Corporate Governance Committee Meeting held on 25 May 2010, Council requested further information and consequently resolved 'That a report be presented outlining options to advise tenants of rental properties to forward rate notices to the property owner or real estate agents'.

Report

The recovery of unpaid rates and charges is conducted within the scope of Council's Rate Recovery Procedures Policy and in accordance with all relevant legislation including the *Local Government Act, 1993*, *Civil Procedure Act, 2005* and *Corporations Act, 2001*. This policy provides for an economic or governance outcome and a community outcome.

Governance To achieve the best economic result for the organisation through the collection of unpaid accounts in a timely and efficient manner whilst complying with all relevant legislation.

Community To minimise the impost of penalty fees and charges on the ratepayers of the city through guidance and support in making suitable payment arrangements.

Council is required to serve rates and charges notices to the address supplied by the owner or their nominated agent.

On occasion, rate notices may be issued to the incorrect address due to delays in receipt of advice of a change or delays in the transfer of land process. Whenever correspondence is returned, officers perform enquiries with other Council departments, Government agencies or when possible, telephone the ratepayer for advice or to confirm details where conflicting information is received. It is Councils' experience that conflicting addresses can result in follow up action on a regular basis, however when mail is not returned, Council assumes receipt of notices is successful.

Subsequent to the account falling due and remaining unpaid, missed instalment notices are issued generally within fourteen days of the relevant due date. In the event that two or more instalments remain unpaid and the amount due exceeds \$500, a letter is issued to the account holder within seven days of the due date. This letter is sent in a modified envelope with a distinct note printed top centre in red that reads, "LEGAL DOCUMENTS, if incorrectly addressed, please return to Council". The introduction of this process in 2008 realised a significant improvement in the return of incorrectly addressed mail.

The initial recovery letter provides account holders with ten days to either pay their account or make a suitable payment arrangement to clear their debt. All accounts that remain unpaid are issued with a second letter acknowledging arrangements made or that urgent attention is required.

Consideration to a number of alternative processes to improve the return of incorrectly addressed mail included the enclosure of a prepaid envelope for returned mail and other information to be contained within the notice envelope. However advice from Australia Post was to discourage individuals from opening mail that is not addressed directly to them in all situations.

Within two weeks of each quarterly instalment falling due an advertisement is placed in both the Campbelltown Macarthur Advertiser and Campbelltown Macarthur Chronicle providing notice of the next instalment. This advice is contained within the corporate advertisement and feedback from ratepayers has always been positive.

It is recommended that Council write to local real estate agents to advise tenants to return any incorrectly addressed mail to their office or Council. The letter should note that recovery action can be avoided if mail is returned to Council in a timely manner.

Officer's Recommendation

That Council write to local real estate agents to advise tenants to return any incorrectly addressed mail to their office or Council. The letter should note that recovery action can be avoided if mail is returned to Council in a timely manner.

Committee's Recommendation: (Chanthivong/Lake)

1. That Council write to local Real Estate agents, Solicitors and Conveyancers asking them to advise tenants to return any incorrectly addressed mail to their office or Council.
2. The letter should also advise that recovery action can be avoided if mail is returned to Council in a timely manner.

CARRIED

Council Meeting 29 June 2010 (Hawker/Chanthivong)

That the Committee's Recommendation be adopted.

Council Resolution Minute Number 119

That the Committee's Recommendation be adopted.

4.5 Stocktake of Stores and Materials

Reporting Officer

Manager Financial Services

Attachments

List of Stores and Materials Stocktake result.

Purpose

To advise Council of the results of the stores and materials stocktake held at Council's Works Depot General Store on 29 May 2010.

Report

The Local Government (General) Regulations 2005 requires Council to take all reasonable measures to ensure that the assets of, or under the control of, the Council are properly accounted for.

To assist in the control of Council's stores and material assets, stocktakes are held at least annually and six monthly where timeframes and resources permit. Spot checks are also carried out intermittently throughout the year.

The process involves physical counts of all stock items by Store staff, under the supervision of staff from Financial Services. The results of the count are then compared to the stock item balances contained in Council's financial management information system. A recount of major variances is then carried out to confirm the original count. Once all counts are finalised a discrepancy report is produced which details the recommended write off or write on of stock.

The stocktake carried out on 29 May 2010 resulted in a net write on of stock totalling \$1,331.08 which represents 0.60% of the total value of stock on hand of approximately \$224,000. Major variances have been further investigated and revealed these discrepancies were as a result of delivery of items received and not completed within the inventory system and also where items were reserved for issue however subsequently not required. This adjustment is considered satisfactory and well within industry standards.

Officer's Recommendation

1. That the information be noted.
2. That the necessary adjustments to the combined value of \$1,331.08 be made in Council's financial management information system.

Committee's Recommendation: (Lake/Greiss)

That the Officer's Recommendation be adopted.

CARRIED

Council Meeting 29 June 2010 (Hawker/Chanthivong)

That the Officer's Recommendation be adopted.

Council Resolution Minute Number 119

That the Officer's Recommendation be adopted.

ATTACHMENT 1

STOCKTAKE OF STORES AND MATERIALS AT CENTRAL STORE 29 MAY 2010 LIST OF ADJUSTMENTS

Product Number or Group	Description	Storage Units	Book Qty on Hand	Counted Qty	Difference	Adjustment Amount
100405	BOLT & NUT CUP HEAD GALV 10MM X 180MM	EACH	50	118	68	38.15
100442	CEMENT & SAND MIX 20KG BAG	BAG	30	32	2	8.36
100520	HANDLE BROOM/MOP WOOD 1500X25mm	EACH	18	20	2	3.79
100521	HAND/BROOM/MOP WOOD PLAIN. 1350 X 22mm	EACH	13	14	1	1.65
100621	RAKE STEEL 16 TOOTH	EACH	5	6	1	21.14
100634	SAFETY VISOR POLYCARB 200 X 400	EACH	3	8	5	59.95
100679	TAPE MASKING, 48MM X 50M	ROLL	6	7	1	4.54
100710	WIRE BIRD/VERMIN	ROLL	4	2	(2)	(37.38)
100949	ENVELOPE WINDOW FACE C4 - 230 X 325	BOX	6	22	16	488.51
100955	WHEEL ANTI SCALP	EACH	2	1	(1)	(23.50)
100958	SPINDLE ASSEMBLY	EACH	3	4	1	222.31
100999	ENVELOPE DX WINDOWFACE	BOX	12	13	1	16.87
101107	REUSUABLE ICE PACK	EACH	10	9	(1)	(9.00)
101124	BIN, GARBAGE, SABCO 78014	EACH	4	5	1	40.80
101251	ENVELOPE WHITE C4,(230X325) PEEL&SEAL	BOX	10	9	(1)	(30.13)
101275	LINER BIN 1140X1440 240L 20UM (200CTN)	CTN	2	3	1	66.39
101310	CARRIER HOUSING. FL206J	EACH	19	20	1	3.66
101343	CUP PLASTIC. 200mil.	CTN	11	10	(1)	(30.13)
101351	BATTERY. EXIDE N50EX	EACH	4	3	(1)	(125.27)
101432	SPARK PLUG. NGK BP6ES	EACH	20	10	(10)	(32.50)
101574	BOLT BLADE.JARRETT	EACH	20	40	20	257.26
101581	BLADE JOHN DEERE R/ON 48".	EACH	12	15	3	54.72
101690	GLOVES SANDWICH MEDIUM 1000 PAIR PER CTN	CTN	6	3	(3)	(39.00)
101747	SPINDEL HOUSING ASSEMBLY	EACH	4	5	1	400.00
101775	FILTER IN LINE FUEL FOR 703,704,708	EACH	3	4	1	11.63
101778	FILTER AIR INNER FOR 703,704,708	EACH	3	2	(1)	(115.09)
102067	BOLT CUP HEAD GALV 12MM X 280MM.90	EACH	55	50	(5)	(4.71)
102259	GLOBE TORCH.EVEREADY. KPR113BP-1	EACH	12	11	(1)	(2.70)
102326	FILTER AIR OUTER P182062	EACH	1	2	1	32.84
102327	FILTER FUEL P550248	EACH	1	2	1	25.79
102544	LAMP. HELLA 2000	EACH	3	4	1	14.22
102626	HEAD BRUSHCUTTER STIHL AUTO CUT.	EACH	28	27	(1)	(22.91)
102810	SCREW 12X25mm(10)14K26 44"	EACH	27	33	6	9.55
102811	WASHER M119759 44inch MULCHING D279	EACH	20	42	22	240.05
102812	V-BELT 13P05 72inch FASTBACK	EACH	2	1	(1)	(229.63)
102814	EXTENSION SPRING 72" FASTBACK	EACH	4	5	1	10.85
					Gain / (Loss)	1,331.08

Commentary

100949 Physical delivery received where receipt not completed in Inventory System.
 100958, 101747 These spindle items were reserved for issue but subsequently not required.

5. BUSINESS ASSURANCE

5.1 Insurance Renewal 2010/2011

Reporting Officer

Manager Business Assurance

Attachments

Insurance Register 2009/2010

Purpose

To inform Council about the renewal process for Council's insurance policies.

History

Council undertakes an annual process of renewal of its insurance policies. This process is primarily managed through Council's insurance broker, Jardine Lloyd Thompson (JLT). In preparing for this process Council reviews the existing premium excesses and conditions to determine "best value" for the organisation.

Report

The Attachment contains the details of each of Council's 2009/2010 Insurance Policies, more specifically, the type of cover, the current insurer, the excess and premium paid.

Due to the length of the renewal process and Council's reporting cycle, the price of the 2010/11 policies is not available for reporting to Council prior to expiry of the policies. At the time of preparing this report JLT had offered Council's current policy requirements to the market to obtain quotes for the new policies. A further report to Council will detail the actual premiums and coverage details.

It is anticipated that the renewals of all policies will be in line with budget estimates for 2010/2011,(i.e. up to 10% on current year policies).

The policies that have been put to the market with no change to the proposed excess, cover and conditions include, Statutory and Business Practices Protection, Councillors and Officer's Liability, Motor Vehicle, Marine Hull, Business Travel and Group Personal Accident, Workers Compensation Excess of Loss, Property, Casual Hirer's Liability, Public Liability and Professional Indemnity and Fidelity Guarantee.

Art works

This policy covers temporary exhibitions and Council's permanent collection, with an excess of \$2,000. The permanent collection is expected to increase during the year, therefore coverage for the permanent collection has increased by \$500,000 in value, in addition Council has increased the coverage by \$500,000 for the temporary exhibitions on any one item. This is likely to result in an increase to the premium value.

Appointment of Insurance Broker JLT

JLT was appointed after open tender, for a 3 year period in 2007, with an option of extending the contract for a further year. In December 2009, Council was requested by JLT to take up the 1 year extension, until 30 June 2011. Due to satisfactory performance the extension was approved. The tender process for renewal of this contract will commence in January 2011.

Officer's Recommendation

1. That Council approve renewals for those Policies falling due on 30 June 2010.
2. That a further report be presented to Council outlining the actual cost of renewals, when available.

Committee's Recommendation: (Borg/Chanthivong)

That the Officer's Recommendation be adopted.

CARRIED

Council Meeting 29 June 2010 (Hawker/Chanthivong)

That the Officer's Recommendation be adopted.

Council Resolution Minute Number 119

That the Officer's Recommendation be adopted.

ATTACHMENT 1

Insurance Register 2009/2010

Coverage	2009/2010		
	Insurer	Excess	Premium (incl. GST)
Professional Indemnity/ Public Liability	Statewide	\$200,000	\$324,472.50
Property	Statewide	\$10,000 ①	\$370,230.35
Motor Vehicle	Zurich	\$10,000	\$80,980.79
Workers Compensation Excess of Loss (XOL)	Liberty International Underwriters	\$1,000,000	\$27,500
Casual Hirer's Liability	Statewide	\$2,000	\$9,240.00
Marine Hull	Associated Marine Insurers (Zurich)	\$250	\$770.00
Art Works	Axa Art Ins Ltd	\$2,000	\$18,680.96
Councillors' and Officers' Liability	Zurich	NIL	\$40,466.42
Business Travel & Group Personal Accident	ACE Insurance	NIL	\$2,310.00
Fidelity Guarantee	Statewide	1% of claim or \$500	\$12,589.20
Statutory & Business Practices Protection	Lumley General	②	\$19,107.34
Insurance Broker Fee	Jardine Lloyd Thompson	N/A	\$52,800
		Total	\$965,606.00

① This excess increased from \$2,000 to \$10,000 between 2008/2009 and 2009/2010

② \$10,000 Any one claim brought against the organisation

\$ 1,000 Any one individual, any one claim

\$75,000 Any one loss attributable to any issues related to town planning, DA or land usage

\$10,000 Any one loss by the organisation

\$ 1,000 Any one individual, any one loss

6. HUMAN RESOURCES

No reports this round

7. INFORMATION MANAGEMENT AND TECHNOLOGY

No reports this round

8. CUSTOMER SERVICES

8.1 Revised Policy - Complaints Handling

Reporting Officer

Manager Customer Service

Attachments

1. Revised Policy – Complaints Handling
2. Draft Customer Service Charter

Purpose

To present a revised Complaints Handling Policy and Customer Service Charter to Council for adoption.

History

Council's Complaints Handling Policy has been reviewed to align the policy with Practice Note 9 – Complaints Management in Councils issued by the NSW Ombudsman and the Division of Local Government.

A Customer Service Charter has been developed for the purpose of documenting Council's commitments and responsibilities in the provision of customer service.

Report

Campbelltown City Council continues to focus on improving the services it provides and the consolidation of customer service functions into a customer service centre is an important element in providing the infrastructure for implementing and monitoring these improvements. The adoption of this Policy is an important step in our endeavour to retain trust, confidence and support of our community.

Council has not previously adopted a Customer Service Charter and this document sets the standards that the organisation commits itself to achieving. Whilst some of the commitments may be considered to be conservative the document has been developed with a balanced view of the level of service promised and the cost of providing the service.

The Customer Service Charter provides an indicator of performance and Council's systems will be reviewed and developed over time to facilitate reporting against the standards adopted in the Charter.

Council has adopted a Records Management Policy with procedures for Policy development and review. The review of all Council Policies is in accordance with the Records Management procedures relating to Policy review.

The revised Complaints Handling Policy and Customer Service Charter is recommended for adoption.

Officer's Recommendation

1. That the revised Complaints Handling Policy be adopted.
2. That the Customer Service Charter be adopted.

Committee's Recommendation: (Greiss/Rule)

That the Officer's Recommendation be adopted.

CARRIED


Council Meeting 29 June 2010 (Hawker/Chanthivong)

That the Officer's Recommendation be adopted.

Council Resolution Minute Number 119

That the Officer's Recommendation be adopted.

ATTACHMENT 1

		POLICY
Policy Title	Complaints Handling Policy	
Related Documentation	Practice Note No.9 – Complaints Management in Councils Customer Complaints Procedure Request Handling Procedure	
Relevant Legislation/ Corporate Plan	Protected Disclosures Act, 1994 Privacy and Personal Information Protection Act, 1998 Independent Commission Against Corruption Act, 1988	
Responsible Officer	Manager Customer Service	

Policy details may change prior to review date due to legislative changes, therefore this document is uncontrolled when printed.

Objectives

- to promote a high standard of customer service in all areas of Council's operations by responding effectively and positively to complaints received.
- to ensure that complaints are managed in a manner that endeavours to provide satisfaction to complainants.
- to inform Council customers and citizens of the complaints process.
- to recognise the importance of complaints in providing feedback about Council's services and performance, and to utilise that information to improve services and identify appropriate training needs.

Policy Statement

Definition of a Complaint

A complaint is defined as an expression of dissatisfaction about a standard of service provided by Council or the actions or lack of actions by Council or its workforce.

Application

This Policy covers all complaints made to Council regarding its operations and personnel other than:

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- (a) requests for services (unless there was no response to a previous request).
 - (b) reports of hazards or damaged infrastructure.
 - (c) requests for information or explanation of Council policies, decisions or procedures (unless there was no response to a previous request).
 - (d) appeals or objections regarding development applications.

Principles

The following principles apply to the Campbelltown City Council Complaints Policy:

- (a) Any person, group or organisation (or their representative) using Council's services or being impacted by Council's decisions, actions or lack of actions, has the right to lodge a complaint.
- (b) Staff will be trained to receive complaints whether presented in person at Council offices, by telephone or in writing (fax, letter, e-mail). Staff will record the complaint and initiate appropriate action.
- (c) If the matter falls outside this Policy staff will assist in directing the person to an appropriate person or authority or assist with a request for service if appropriate.
- (d) All complaints will be acknowledged within 7 working days and every endeavour made to finalise them within 20 working days.
- (e) If Council is unable to resolve the matter to the complainant's satisfaction contact information of other relevant agencies will be provided.
- (f) Complainants will not be subject to disadvantage or victimisation pursuant to the lodging of a complaint and any such allegations received will be investigated by the Public Officer or General Manager.
- (g) Confidentiality will be maintained where warranted and/or specifically requested by the complainant, in accordance with relevant legislation and Policies.
- (h) Anonymous complaints will be accepted however Council's ability and decision whether to investigate will be dependent on the information supplied and the nature and gravity of the complaint.
- (i) Reports on numbers and types of complaints received will be monitored by Council's Senior Management Team (General Manager and Directors) on a quarterly basis.

Methods of Lodging Complaints

Complaints can be made:

- (a) In Writing:

Campbelltown City Council,
PO Box 57, Campbelltown NSW 2560
Fax (02)4645 4111
council@campbelltown.nsw.gov.au

(b) In Person:

Council's Administrative Building, Queen Street, Campbelltown

(c) By Telephone:

Council Office, Campbelltown on (02) 46454000

Note: Dependent on the seriousness or complexity of the complaint. The complainant may be requested to submit the complaint in writing with all relevant information.

Registration of Complaints

Upon receipt of a complaint the staff member receiving the complaint must ensure that the complaint is appropriately registered and referred for follow up action.

Complaint Handling Process

Council has adopted a three level approach to handling complaints.

First Line Complaint Handling

- (a) First line staff will endeavour to resolve straightforward minor complaints on the spot if practicable.
- (b) First line staff will record full details of the complaint (including the outcome expected by the complainant) in Council's Customer Request System.
- (c) First line staff may then refer the complaint to their Supervisor or Manager to ascertain who should attend to the issue. Where practicable, complaints are resolved within the relevant Department responsible for the matter. Officers are to resolve the complaints within the guidelines, timeframes and principles established in this Policy.
- (d) In cases of serious or more complex issues first line staff shall direct the complaint to the most appropriate person within the Council (usually their supervisor or manager). Guidance will be provided by the Public Officer on these matters.
- (e) Complaints alleging pecuniary interest, corrupt conduct, significant breaches of laws/regulations or competitive neutrality issues are to be immediately referred to the Public Officer or General Manager who will investigate the issues in accordance with Council Policies and statutory requirements.
- (f) Complaints which include issues relating to personal injury, property damage or other matter which may give rise to a claim against Council are to be dealt with in full consultation with Council's Risk and Liability Officer.

Internal Review of Complaint

- (a) Where the complainant remains unsatisfied with the outcome, the matter is to be reviewed by the relevant Manager in each Section in consultation with the Director, and every endeavour made to resolve the issues.

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- (b) A Director may refer the matter to Council's Senior Management Team if he/she considers that it will assist in resolving the issues. If warranted, the General Manager may consult with the Mayor and/or report to Council.

Independent Review Options

- (a) If the complainant is not satisfied with Council's determinations or where the complaint cannot be resolved within Council, the complainant will be referred to the appropriate external agency, eg The Department of Local Government, Ombudsman or the Independent Commission Against Corruption (ICAC).
- (b) An alternate dispute resolution procedure involving mediation may be considered in appropriate circumstances.

There may be cases where Council is unable to resolve the issue to the satisfaction of the complainant (after all the relevant processes have been followed) and is not reasonably in a position to take any further action on the matter. Whilst the complainant can still pursue the matter legally or with other agencies, Council may in certain circumstances (determined by the General Manager, Director or Section Manager) consider imposing a limit on communication with the complainant if the same issue continues to be raised. This also applies to unreasonable complaints.

Complaints Made to Councillors

In many instances complaints are made directly to Councillors rather than to Council Officers. In such cases the complaint should be registered and dealt with in accordance with this Policy.

Councillors are requested to encourage the complainant to contact the Council office if they have not previously made the complaint to Council, so that the matter can be recorded and followed up.

Contacting External Agencies

The following provides contact information for some of the relevant agencies:

Department of Local Government (NSW)

Sydney Office:

Level 9, 323 Castlereagh Street,
Sydney 2000

Phone (02) 9289 4000

Fax (02) 9289 4099

E-mail: dlg@dlg.nsw.gov.au

Postal Address:

The Director General, Department of Local Government
Locked Bag 3015 Nowra NSW 2541

Information on the Department of Local Government is available on the Department's website
www.dlg.nsw.gov.au

The Ombudsman (NSW)

The NSW Ombudsman,
Level 24, 580 George Street,
Sydney NSW 2000
Phone (02) 9286 1000
Fax (02) 9283 2911

E-mail: nswombo@omb.nsw.gov.au

Information on the role of the Ombudsman is available on the NSW Ombudsman website
www.nswombudsman.nsw.gov.au

The Independent Commission Against Corruption

Sydney Office:
Level 21, 133 Castlereagh Street,
Sydney 2000
Phone (02) 8281 5999
Fax (02) 9264 5364

E-mail icac@icac.nsw.gov.au

Postal Address:

The Commissioner, ICAC, Box 500 GPO, Sydney NSW 2001

Information on the role of the ICAC is available on the ICAC website www.icac.nsw.gov.au

Communication of this Policy

Council's Complaints Handling policy will be communicated to all interested persons as follows:

- (a) Providing access to a copy of this policy at Council Offices, Libraries and facilities.
- (b) By including Council's Complaints procedure on Council's website and providing a downloadable form for the purpose of lodging a complaint.
- (c) Training Council staff on how to provide information to customers on Council's Complaints Handling Policy.
- (d) Providing all Councillors with a printed copy of the policy and including it in new Councillor induction processes.

END OF POLICY STATEMENT

ATTACHMENT 2

Customer Service Charter

Our Commitment to Our Customers

OUR ATTITUDE TO OUR CUSTOMERS

In Campbelltown Council we recognise that our role is to serve the community. We acknowledge that our customers include ratepayers, residents, visitors, the business community, government, elected representatives and fellow employees.

In our dealings with our customers we commit to this charter and to fulfilling requests with a level of service that delivers good value and meets customer's reasonable expectations.

As a workforce we will endeavour to provide quality services in a professional manner and where possible add value to the work we do.

CAMPBELLTOWN CITY COUNCIL

CUSTOMER SERVICE CHARTER OUR COMMITMENT TO OUR CUSTOMERS

Our mission at Campbelltown City Council is to provide exceptional customer service to all our customers.

This Customer Service Charter is a statement of our commitment to providing customer service, and communicates the standards that customers can expect in their contact with our organisation.

In all our dealings with customers we will:

- treat customers courteously and respectfully
- answer enquiries efficiently and professionally
- answer general enquiries at the first point of contact
- maintain confidentiality and privacy of customers
- ensure that enquiries, requests or complaints are recorded and resolved to the best of our ability
- give customers choices about how and when they contact us
- ensure that all people have reasonable access to our services and information, regardless of language, cultural background, physical ability, mental capacity or age.

When our customers contact us face-to-face we will:

- provide reception and counter areas that are accessible and meet the relevant standards for access
- provide comfortable waiting and queuing areas
- endeavour to answer 80% of all enquiries at the front counter
- ensure that customers are seen at pre-arranged appointment times
- arrange interpreters where needed.

When our customers contact us by telephone we will:

- answer phone calls promptly
 - use a standard greeting when answering calls:
 - "Good morning/afternoon, Campbelltown City Council, (name of officer) speaking"
 - endeavour to answer 80% of all enquiries at the first point of contact
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- ensure that all customers are phoned back within one working day if a message has been left
 - use telephone interpreters where needed
 - provide an after hours service and response for emergency and urgent incidents (life threatening, potential for personal injury or property damage).

When our customers contact us by mail or email we will:

- endeavour to send a full reply within seven working days
- contact the customer to inform them when they can expect a reply if this is likely to take longer than seven working days
- ensure that our written responses are in plain English

We will ensure that our customer service is supported by:

- effective systems
- effective technology
- trained staff

We will continuously improve our service to customers by:

- providing and advertising options for customers to make suggestions for improvements
- providing and advertising a formal complaints procedure for customers who are dissatisfied with any aspect of our service
- using performance measurement, customer suggestions and complaints to identify relevant actions to improve areas where we are not meeting our standards or our customer's reasonable expectations

We will ensure the following standards are met within the Council:

- when receiving calls from another staff member we answer within 20 seconds
- when transferring calls we tell the staff member receiving the call who is calling and why
- we will keep the Customer Service Centre informed of circumstances that may impact the delivery of Council services and of visitors expected
- arrangements will be made to answer phones and take messages for staff who are absent
- we will identify ourselves and our Section in internal calls
- we will attend meetings on time
- we will respond to internal requests promptly (at least by providing a time frame for action within two working days)
- we will ensure voicemail is only used only as a tool to enhance customer service

Our staff will:

- project a positive image of the City of Campbelltown and demonstrate the values of teamwork, respect, trust, integrity, optimism
 - be neatly dressed and well presented
 - wear a name tag when dealing with customers
 - be punctual and advise if unavoidably running late for an appointment
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Responding to specific service requests:

- all requests for service not able to be satisfied immediately will be entered into Council's Customer Request System and a reference number provided to the customer
 - requests will be forwarded through the request system to a nominated actioning officer
 - the nominated actioning and responsible officers will accept responsibility for actions taken in response to any request
 - the nominated actioning and responsible officers will accept responsibility for advising the requestor of the action taken or proposed in response to any request.
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9. GENERAL BUSINESS

Nil.

Confidentiality Motion: (Chanthivong/Borg)

Due to the confidential nature of the business and the Committee's opinion that the public proceedings of the Committee would be prejudicial to the public interest, the Committee in accordance with Section 10 of the Local Government Act 1993 resolves to exclude the public from the meeting during discussions on this item.

CARRIED

21. CONFIDENTIAL ITEMS

21.1 Campbelltown Golf Club Lease

Reason for Confidentiality

This report is **CONFIDENTIAL** in accordance with Section 10A(2)(c) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following: -

- (c) 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 Telstra Access Deeds

Reason for Confidentiality

This report is **CONFIDENTIAL** in accordance with Section 10A(2)(d)(ii) of the Local Government Act 1993, which permits the meeting to be closed to the public for business relating to the following: -

- (d) commercial information of a confidential nature that would if disclosed:
 - (ii) confer a commercial advantage on a competitor of the council

P Hawker
CHAIRPERSON
