

# **Reports of the Corporate Governance Committee Meeting held at 5.30pm on Tuesday, 8 September 2015.**

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## **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 8 September 2015**

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**Present**

His Worship the Mayor, Councillor P Lake  
Councillor F Borg  
Councillor S Dobson  
Councillor P Hawker  
Councillor R Kolkman  
Acting General Manager - Mrs L Deitz  
Director Business Services - Mr M Sewell  
Director City Works - Mr W Rylands  
Manager Executive Services - Mr N Smolonogov  
Manager Governance and Risk - Mrs M Dunlop  
Manager Human Resources - Mr B Clarence  
Manager Information Management and Technology - Mrs S Peroumal  
Manager Operational Services - Mr A Davies  
Manager Property Services - Mr J Milicic  
Manager Waste and Recycling Services - Mr P Macdonald  
Property Coordinator - Ms A Crkovski  
Executive Assistant - Mrs D Taylor

**Apologies (Borg/Kolkman)**

That the apologies from Councillors Mead, Chanthivong and Greiss be received and accepted.

**CARRIED**

**Chairperson**

In the absence of the Chairperson, Councillor Mead, His Worship the Mayor, Councillor Lake chaired the meeting.

**Welcome**

Council's Manager Property Services introduced and welcomed Council's new Property Coordinator, Annette Crkovski.

**Acknowledgement of Land**

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

**DECLARATIONS OF INTEREST**

There were no Declarations of Interest at this meeting.

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## **1. GOVERNANCE AND RISK**

### **1.1 LGNSW Annual Conference Voting Delegates**

#### **Reporting Officer**

Manager Governance and Risk

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#### **Attachments**

Copy of letter from Local Government NSW (contained within this report)

#### **Purpose**

To further advise Councillors of the 2015 Local Government NSW Conference and to seek the appointment of Council's voting delegates.

#### **History**

Council, at the meeting on 9 June 2015, resolved:

1. That Council authorise the attendance, of interested Councillors, the General Manager and Manager Executive Services to attend the 2015 Local Government NSW Conference
2. That the registration fees and associated expenses be met in accordance with Council's Policy
3. That a further report be provided to Council when further information regarding voting delegates has been released.

#### **Report**

The 2015 Local Government NSW Conference will be held at Rosehill Gardens Racecourse from Sunday 11 October to Tuesday 13 October 2015.

This year the conference involves two types of voting with the development of two rolls of voters, one for voting in the elections for Office Bearers and the Board, and a separate roll of voters for voting on motions.

Council is required to nominate the ten voting delegates for voting on motions and the nine voting delegates for voting in the elections for Office Bearers and the Board.

Councillors Greiss and Hawker are current members of the Local Government NSW Board and are entitled to attend the conference and vote in that capacity.

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### **Officer's Recommendation**

1. That Council nominate, and authorise the attendance, of ten voting delegates for voting on motions at the 2015 Local Government NSW Conference.
2. That Council nominate, and authorise the attendance, of nine voting delegates for voting in the elections for Office Bearers and the Board at the 2015 Local Government NSW Conference.

### **Committee's Recommendation: (Hawker/Borg)**

1. That Council nominate and authorise Councillors Hawker, Matheson, Rowell, Greiss, Thompson, Borg, Oates, Kolkman and Glynn as the nine voting delegates for voting in the elections for Office Bearers and the Board at the 2015 Local Government NSW Conference.
2. That Council nominate and authorise Councillors Hawker, Matheson, Rowell, Greiss, Thompson, Borg, Oates, Kolkman, Glynn and Dobson as the ten voting delegates for voting on motions at the 2015 Local Government NSW Conference.

### **CARRIED**

### **Council meeting 15 September 2015 (Hawker/Borg)**

1. That Council nominate and authorise Councillors Borg, Glynn, Greiss, Hawker, Kolkman, Matheson, Mead, Oates and Rowell as the nine voting delegates for voting in the elections for Office Bearers and the Board at the 2015 Local Government NSW Conference.
2. That Council nominate and authorise Councillors Borg, Dobson, Glynn, Greiss, Hawker, Kolkman, Matheson, Mead, Oates and Rowell as the ten voting delegates for voting on motions at the 2015 Local Government NSW Conference.

### **Council Resolution Minute Number 173**

1. That Council nominate and authorise Councillors Borg, Glynn, Greiss, Hawker, Kolkman, Matheson, Mead, Oates and Rowell as the nine voting delegates for voting in the elections for Office Bearers and the Board at the 2015 Local Government NSW Conference.
  2. That Council nominate and authorise Councillors Borg, Dobson, Glynn, Greiss, Hawker, Kolkman, Matheson, Mead, Oates and Rowell as the ten voting delegates for voting on motions at the 2015 Local Government NSW Conference.
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## ATTACHMENT 1



AUG2011 15:08 2015

Our ref: R13/0025 Out 23909  
(Adam Dansie)

18 August 2015

Mr Paul Tosi  
General Manager  
Campbelltown City Council  
PO Box 57  
CAMPBELLTOWN NSW 2560

Dear Mr Tosi

### **Local Government NSW Annual Conference 2015**

The purpose of this letter is to provide members with important information about the Local Government NSW Annual Conference 2015 (Conference) in addition to the information provided by the Association on 4 May 2015.

#### ***Allocation of voting delegates***

As advised previously, this year the Conference will involve two types of voting and we were required to develop two rolls of voters, one for voting in the elections for Office Bearers and the Board, and a separate roll of voters for voting on motions. The formula for calculating the number of both types of voters is in the Association's Rules.

The number of voters that each member is entitled to for each type of voting is set out in the table at Annexure A. Column A indicates the number of voters for voting on motions and where applicable, column B indicates the number of voters for voting in the elections for Office Bearers and the Board.

Separate from Conference registration, members need to nominate the names of their voting delegates.

Ordinary members need to nominate the names of their delegate(s) for both types of voting (i.e. voting for the Board and voting on motions). Associate members need to nominate the names of their delegate(s) for voting on motions. Forms for nominating the names of each member's delegate(s) are available on the Association's website on the 2015 Conference page.

Each member must nominate its delegate(s) to the Conference by 18 September 2015.

Nominations received after the closing date will not be accepted, however a member may substitute the name(s) of its delegate(s) at any time, in the manner set out in Rule 34 of the Association's Rules.

**LOCAL GOVERNMENT NSW**  
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T 02 9242 4000 F 02 9242 4111  
**LGNSW.ORG.AU** LGNSW@LGNSW.ORG.AU  
ABN 49 853 913 882

### ***Voting for Office Bearers and the Board***

The Australian Electoral Commission (AEC) is conducting the elections for the Office Bearers and Board of the Association.

The roll of voters for voting in the elections for Office Bearers and the Board of the Association closed on 17 August 2015. Only ordinary members of the Association who were financial on this date can vote in the Board elections.

Delegates who are eligible to vote in the election, but cannot be present at the Annual Conference to vote in the election, may appoint another delegate from the same member to exercise their vote. An "Appointment of Proxy" form is available from the AEC website ([www.aec.gov.au](http://www.aec.gov.au)), and must be received by the Returning Officer prior to the commencement of the Conference.

### ***Voting on motions***

Ordinary members and Associate members of the Association who are financial can vote on policy motions that require consideration by the Conference.

### ***Motions***

Councils are able to submit motions for consideration of Conference online using the "LGNSW Conference Business Sessions Submission Form" on the 2015 Conference page of the Association's website: <http://www.lgnsw.org.au/events-training/local-government-nsw-annual-conference/motions>.

The Board has resolved that motions will be included in the Business Paper for the Conference where they:

1. are consistent with the objects of the Association (see Rule 4 of the Association's rules);
2. relate to Local Government in NSW and/or across Australia;
3. concern or are likely to concern Local Government as a sector;
4. seek to advance the Local Government policy agenda of the Association and/or improve governance of the Association;
5. have a lawful purpose (a motion does not have a lawful purpose if its implementation would require or encourage non-compliance with prevailing laws);
6. are clearly worded and unambiguous in nature; and
7. do not express preference for one or several members over one or several other members.

Further, for a motion to be included in the Business Paper for the Conference the submitting member needs to provide accompanying evidence of its support for the motion to be included. Such evidence may include an extract of the minutes of the meeting at which the member resolved to submit the motion for consideration by the Conference.

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To allow printing and distribution of the business paper, members are strongly encouraged to submit their motions by **24 August 2015**. The absolute closing date for submitting motions for inclusion in the Business Paper for the Conference is 14 September 2015.

#### ***Business Papers***

It is our aim that a full Conference Business Paper be made available on the Association's website and forwarded to members approximately two weeks prior to the Conference.

#### ***Accommodation***

We encourage attendees to pre-book accommodation listed on the website prior to registering online as you need to indicate where you are staying in order to book transfers in the registration process. These transfers will be priced at \$9.90 each way. There is plenty of parking at the Conference main venue for those wishing to drive instead.

#### ***Registration***

Delegates, partners and attendees will be able to collect their voting cards and other Conference material at Rosehill Gardens Racecourse from the Conference registration desk on Sunday 11 October between 3.00pm – 7.00pm. The registration desk will be open during the President's Opening Reception which runs from 5.00pm to 7.00pm and on Monday 12 October from 7:30am.

#### ***Privacy Statement***

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

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

<http://www.lgnsw.org.au/privacy>

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

Yours sincerely



Cr Keith Rhoades AFSM  
**President**



## Annexure A

Members' voting entitlement at the 2015 Local Government NSW Annual Conference

Member	Column A – Number of voters for voting on motions	Column B – Number of voters for voting in Board elections
Aboriginal Land Council	9	9
Albury City Council	4	4
Armidale Dumaresq Council	3	3
The Council of the Municipality of Ashfield	4	4
Auburn City Council	5	5
Ballina Shire Council	3	3
Balranald Shire Council	1	1
Bankstown City Council	10	10
Bathurst Regional Council	3	3
Bega Valley Shire Council	3	3
Bellingen Shire Council	2	2
Berrigan Shire Council	1	1
Blacktown City Council	12	12
Bland Shire Council	1	1
Blayney Shire Council	1	1
Blue Mountains City Council	4	4
Bogan Shire Council	1	1
Bombala Council	1	1
Boorowa Council	1	1
The Council of the City of Botany Bay	4	4
Bourke Shire Council	1	1
Brewarrina Shire Council	1	1
Broken Hill City Council	2	2
Burwood Council	4	4
Byron Shire Council	3	3
Cabonne Shire Council	2	2
Camden Council	5	5
Campbelltown City Council	10	9
City of Canada Bay Council	5	5
Canterbury City Council	9	9
Carrathool Shire Council	1	1



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Castlereagh-Macquarie County Council	1	-
Central Darling Shire Council	1	-
Central Murray County Council	1	-
Central Tablelands County Council	1	-
Cessnock City Council	4	4
Clarence Valley Council	4	4
Cobar Shire Council	1	1
Coffs Harbour City Council	4	4
Conargo Shire Council	1	1
Coolamon Shire Council	1	1
Cooma-Monaro Shire Council	2	2
Coonamble Shire Council	1	1
Cootamundra Shire Council	1	1
Corowa Shire Council	2	2
Cowra Shire Council	2	2
Deniliquin Council	1	1
Dubbo City Council	3	3
Dungog Shire Council	1	1
Eurobodalla Shire Council	3	3
Far North Coast County Council	1	-
Fairfield City Council	10	10
Forbes Shire Council	1	1
Gilgandra Shire Council	1	1
Glen Innes Severn Council	1	1
Gloucester Shire Council	1	1
Goldenfields Water County Council	1	-
Gosford City Council	7	7
Goulburn Mulwaree Council	3	3
Great Lakes Council	3	3
Greater Hume Shire Council	2	2
Greater Taree City Council	3	3
Griffith City Council	3	3
Gundagai Shire Council	1	1
Gunnedah Shire Council	2	2
Guyra Shire Council	1	1
Gwydir Shire Council	1	1
Harden Shire Council	1	1
Hawkesbury City Council	5	5

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Hawkesbury River County Council	2	-
Hay Shire Council	1	1
Holroyd City Council	7	7
The Council of the Shire of Hornsby	10	9
The Council of the Municipality of Hunters Hill	2	2
Hurstville City Council	5	5
Inverell Shire Council	2	2
Jerilderie Shire Council	1	1
Junee Shire Council	1	1
Kempsey Shire Council	3	3
The Council of the Municipality of Kiama	3	3
Kogarah City Council	5	5
Ku-ring-gai Council	7	7
Kyogle Council	1	1
Lachlan Shire Council	1	1
Lake Macquarie City Council	7	7
Lane Cove Municipal Council	4	3
Leeton Shire Council	2	2
Leichhardt Municipal Council	5	5
Lismore City Council	3	3
City of Lithgow Council	3	3
Liverpool City Council	10	10
Liverpool Plains Shire Council	1	1
Lockhart Shire Council	1	1
Maitland City Council	4	4
Manly Council	4	4
Marrickville Council	5	5
Mid-Western Regional Council	3	3
MidCoast County Council	1	-
Moree Plains Shire Council	2	2
Mosman Municipal Council	3	3
Murray Shire Council	1	1
Murrumbidgee Shire Council	1	1
Muswellbrook Shire Council	2	2
Nambucca Shire Council	2	2
Narrabri Shire Council	2	2
Narrandera Shire Council	1	1
Narromine Shire Council	1	1



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New England Tablelands County Council	1	-
Newcastle City Council	7	7
North Sydney Council	5	5
Oberon Council	1	1
Orange City Council	3	3
Palerang Council	2	2
Parkes Shire Council	2	2
Parramatta City Council	10	10
Penrith City Council	10	10
Pittwater Council	5	5
Port Macquarie-Hastings Council	4	4
Port Stephens Council	4	4
Queanbeyan City Council	3	3
Randwick City Council	7	7
Richmond River County Council	1	-
Richmond Valley Council	3	3
Riverina Water County Council	1	-
Rockdale City Council	7	7
Rous County Council	1	-
Ryde City Council	7	7
Shellharbour City Council	4	4
Shoalhaven City Council	4	4
Singleton Council	3	3
Snowy River Shire Council	1	1
Strathfield Municipal Council	4	4
Sutherland Shire Council	11	10
Council of the City of Sydney	10	10
Tamworth Regional Council	4	4
Temora Shire Council	1	1
Tenterfield Shire Council	1	1
The Hills Shire Council	10	10
Tumbarumba Shire Council	1	1
Tumut Shire Council	2	2
Tweed Shire Council	4	4
Upper Hunter Shire Council	2	2
Upper Lachlan Shire Council	1	1
Upper Macquarie County Council	1	-
Uralla Shire Council	1	1

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Urana Shire Council	1	1
Wagga Wagga City Council	4	4
The Council of the Shire of Wakool	1	1
Walcha Council	1	1
Walgett Shire Council	1	1
Warren Shire Council	1	1
Warringah Council	10	9
Warrumbungle Shire Council	1	1
Waverley Council	5	5
Weddin Shire Council	1	1
Wellington Council	1	1
Wentworth Shire Council	1	1
Willoughby City Council	5	5
Wingecarribee Shire Council	3	3
Wollondilly Shire Council	3	3
Wollongong City Council	7	7
Woollahra Municipal Council	5	5
Wyong Shire Council	7	7
Yass Valley Council	2	2
Young Shire Council	2	2



## **1.2 Determination of Number of Councillors for 2016-2020 Term of Office**

### **Reporting Officer**

Manager Governance and Risk

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### **Attachments**

Nil

### **Purpose**

The number of Councillors for the 2016-2020 term of office is submitted for Council's determination in accordance with section 224(2) of the *Local Government Act 1993*.

### **Report**

The *Local Government Act 1993* (the Act) requires Council to determine the number of Councillors for the 2016-2020 term of office not less than 12 months before the next ordinary election.

The Act requires the number of Councillors to be at least five and not more than 15 (one of whom is the Mayor).

If it is proposed to change the number of Councillors, section 224(3) of the Act requires Council to obtain approval for the change at a constitutional referendum. The practical effect of this provision of the Act is that, if it is proposed to change the number of Councillors, a constitutional referendum would be conducted in conjunction with the September 2016 election seeking approval for the change in the number of Councillors for the 2020-2024 term of office. In this regard, it should be noted that a decision made at a constitutional referendum binds the Council until changed by a subsequent constitutional referendum.

### **Officer's Recommendation**

That Council in accordance with section 224(2) of the *Local Government Act 1993*, determine the number of Councillors for the 2016-2020 term of office to be 15 (one of whom is the Mayor).

### **Committee's Recommendation: (Kolkman/Hawker)**

That the Officer's Recommendation be adopted.

**CARRIED**

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**Council meeting 15 September 2015 (Lake/Borg)**

That the Officer's Recommendation be adopted.

**Council Resolution Minute Number 173**

That the Officer's Recommendation be adopted.

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## **1.3 Rescinded Policy - Questions from Councillors**

### **Reporting Officer**

Manager Governance and Risk

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### **Attachments**

Questions from Councillors Policy (contained within this report)

### **Purpose**

To obtain Council approval to rescind the Questions from Councillors Policy.

### **History**

The above mentioned policy was first adopted on 10 June 1997 and is now due for review in accordance with Council's Records and Document Management Policy.

### **Report**

The abovementioned policy has been rescinded in accordance with Council's Record Management Policy and the adopted procedure for Policy Development and Review.

The Questions from Councillors Policy is no longer current as matters referred to in this policy are reflected in Council's Code of Meeting Practice Policy. Section 306 (3) of the *Local Government Act 1993* states "A council and a committee of the council of which all the members are councillors must conduct its meetings in accordance with the code of meeting practice adopted by it."

It is therefore recommended that the Questions from Councillors Policy be rescinded.

### **Officer's Recommendation**

That the Questions from Councillors Policy be rescinded.

### **Committee's Recommendation: (Hawker/Borg)**

That the Officer's Recommendation be adopted.

**CARRIED**

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**Council meeting 15 September 2015 (Lake/Borg)**

That the Officer's Recommendation be adopted.

**Council Resolution Minute Number 173**

That the Officer's Recommendation be adopted.

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## ATTACHMENT 1

		<b>POLICY</b>
Policy Title	Questions from Councillors	
Responsible Officer	Manager Corporate Support	

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

### Objectives

To formalise Council's procedure on responding to Councillors questions and allow for minor matters to be dealt with without delay and any matters requiring policy decision to be sanctioned by Council prior to implementation.

### Policy Statement

1. That any question relating to work requiring attention or Council decisions to be implemented be dealt with as a "Question Without Notice" at the Council Meeting.
2. That any question relating to new activities be raised in one of the following methods:
  - a) As a recommendation to Council from the appropriate Standing Committee in its General Business Section.
  - b) As a "Notice of Motion" submitted by Councillors to the Council. Notice of motions may be lodged with the General Manager up to 4.30pm on the Thursday prior to the Council Meeting.
  - c) As an item of "Urgent General Business" on the night of the Council Meeting with the concurrence of the Chairperson.

**END OF POLICY STATEMENT**

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## **1.4 Revised Policy - Payment of Expenses and Provision of Facilities to the Mayor, Deputy Mayor and Councillors**

### **Reporting Officer**

Manager Governance and Risk

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### **Attachments**

Revised Policy - Payment of Expenses and Provision of Facilities to the Mayor, Deputy Mayor and Councillors (contained within this report)

### **Purpose**

1. To review the Payment of Expenses and Provision of Facilities to the Mayor, Deputy Mayor and Councillors Policy:
  - i) to ensure that it complies with the *Local Government Act 1993*, the *Local Government (General) Regulation 2005* the guidelines and circulars issued by the Office of Local Government (OLG) and recommendations from Independent Commission Against Corruption (ICAC) Publications and takes into account best practice; and
  - ii) to ensure that there is clear accountability and transparency of expenses incurred and the provision of facilities provided to Councillors.
2. To seek Council's endorsement of the revised Payment of Expenses and Provision of Facilities to the Mayor, Deputy Mayor and Councillors Policy.

### **History**

This policy is made under sections 252-254 and in accordance with section 23A, of the *Local Government Act 1993* (The Act) and section 403 of the *Local Government (General) Regulation 2005* (The Regulations). The Act requires that the Council must annually adopt a policy concerning the payment of expenses, incurred or, to be incurred by, and the provision of facilities to the Mayor and Councillors in relation to discharging the functions of civic office.

The Act requires Council to review and submit its Payment of Expenses and Provision of Facilities to the Mayor, Deputy Mayor and Councillors Policy to the Director General of the OLG within 28 days of adoption by Council, even if it proposes to adopt an unchanged policy. Current policies must be submitted by 30 November each year.

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## **Report**

The abovementioned policy has been developed in accordance with Council's Record Management Policy and the adopted procedure for Policy Development and Review. This policy was last reviewed and adopted by Council on 11 November 2014.

As part of this review, investigations were undertaken to ensure all the requirements from the Act, the Regulations, the OLG and ICAC were incorporated and that the policy supports Council's adopted Code of Conduct.

The revised policy has only had updates to the current taxation determination references to ensure accuracy for the 2014/15 financial year and the addition of a clause providing an option for Councillors to forgo their annual fee in exchange for the Council making contributions to a complying superannuation fund on their behalf. Therefore Council need not give public notice of a proposed amendment to its policy for the payment of expenses or provision of facilities if the council is of the opinion that the proposed amendment is not substantial.

Should Council be the subject of any enquiry into the Provision of Expenses and Facilities to the Mayor, Deputy Mayor and Councillors, and this policy comes under scrutiny there will be a level of assurance that this policy has fulfilled all expectations of external authorities.

## **Officer's Recommendation**

1. That the Policy - Payment of Expenses and Provision of Facilities to the Mayor, Deputy Mayor and Councillors shown as the attachment to this report be adopted.
2. That the policy review date be set at 30 August 2016.

## **Committee's Recommendation: (Borg/Dobson)**

That the Officer's Recommendation be adopted.

## **CARRIED**

## **Council meeting 15 September 2015 (Lake/Borg)**

That the Officer's Recommendation be adopted.


## **Council Resolution Minute Number 173**

That the Officer's Recommendation be adopted.

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# 1.4 Revised Policy - Payment Of Expenses And Provision Of Facilities To The Mayor, Deputy Mayor And Councillors

## ATTACHMENT 1

		<b>POLICY</b>
Policy Title	Payment of Expenses and Provisions of Facilities to the Mayor, Deputy Mayor and Councillors	
Related Documentation	Councils Code of Conduct ICAC Publication - No excuse for Misuse, Preventing the Misuse of Council Resources OLG Guidelines for Payment of Expenses and Provision of Facilities Model Code of Conduct for Local Councils in NSW 2013 OLG Circulars 11/27, 08/03, 08/24, 08/37, 07/22 and 06/57 Councils Internet and Email Usage Authorised Statement Related Policies, Authorised Statements, Procedures or forms to support this policy.	
Relevant Legislation/ Corporate Plan	<i>Local Government Act 1993</i> <i>Local Government (General) Regulation 2005</i>	
Responsible Officer	Manager Governance and Risk	

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

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#### 1.4 Revised Policy - Payment Of Expenses And Provision Of Facilities To The Mayor, Deputy Mayor And Councillors

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11. Private use of Equipment and Facilities .....	
Part 4 - Other Matters .....	
12. Returning of Facilities and Equipment by Councillors.....	
13. Effectiveness of this Policy .....	
14. Summary of the limits to specific expenses (all fees GST inclusive) .....	

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## 1.4 Revised Policy - Payment Of Expenses And Provision Of Facilities To The Mayor, Deputy Mayor And Councillors

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### Part 1 - Introduction

#### 1. Purpose of the Policy

The purpose of this Policy is to ensure that there is accountability and transparency in the reimbursement of expenses incurred or to be incurred by Councillors.

The Policy comprises four parts being:

- Part 1 - Introduction – defines key terms and describes the legislative and reporting requirements that describe the policy's purpose, objectives and scope
- Part 2 - Payment of Expenses – describes the general and specific provisions, circumstances and Council procedures related to the payment of allowable expenses
- Part 3 - Provision of Facilities – outlines the general and specific provisions, circumstances concerning Councillor use of Council facilities and resources
- Part 4 - Other Matters – provides guidance on issues related to Councillor acquisition and return of facilities and dispute resolution.

#### 2. Objectives and Coverage of this Policy

The objectives of this Policy are to:

- a) Ensure there is consistency in the application of reimbursement of expenses and provisions of facilities to Councillors in an equitable and non-discriminatory manner.
- b) Assist Councillors to represent the interests of residents and ratepayers of Campbelltown and to facilitate communication between the community and the Council.
- c) Provide Councillors with a level of support which will serve to encourage residents to seek election to civic office.

In absence of clear financial limits being set within the Policy, reference should be made to the table at clause 14 for further guidance.

#### 3. Making and Adoption of this Policy

The *Local Government Act 1993* requires Council to review and submit its policy to the Director General of the Office of Local Government within 28 days of adoption by the Council, even if it proposes to adopt an unchanged policy. Current policies must be submitted by the 30 November each year.

Before adopting or amending this policy, the Council must give public notice of its intention, and allow at least 28 days for public submissions. Any public submissions received will be considered and appropriate changes made prior to the adoption of the policy.

Even if changes that are considered not substantial are proposed, the required annual adoption of this policy must still be subject to the public notification process outlined above.

At any time, other than the required annual adoption of this policy and if the proposed amendment is not substantial the Council is not required to provide public notice. The term "not substantial" should be taken to mean minor changes to the wording of the policy, or changes to monetary provisions or rates that are less than 5%. It also means minor changes to the standard of the provisions of equipment and facilities. Any new category of expenses, facilities and equipment included in the policy will require public notice.

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## **4. Reporting Requirements**

Council is required by Section 428 of the *Local Government Act 1993* to include in their annual report:

- A copy of this policy
- The total amount of money expended during the year on providing these facilities and payment of these expenses
- Additional information as required by the *Local Government (General) Regulation 2005*.

## **5. Legislative Provisions**

Under Section 252(5) of the *Local Government Act 1993* this policy must comply with guidelines issued by the Office of Local Government for the Payment of Expenses and the Provision of Facilities to the Mayor and Councillors for Local Councils in NSW.

"A policy under this section must comply with the provisions of this Act, the regulations and any relevant guidelines issued under section 23A."

## **6. Other NSW Government Policy Provisions**

This policy is consistent with the Model Code of Conduct for Local Councils in NSW, Office of Local Government – March 2013 and the Campbelltown Council Code of Conduct. The following parts of the Code are particularly relevant to s252 policies:

Use of Council resources:

- You must use Council resources ethically, effectively, efficiently and carefully in the course of your public or professional duties, and must not use them for private purposes (except where supplied as part of a contract of employment) unless this use is lawfully authorised and proper payment is made where appropriate
  - You must be scrupulous in your use of Council property including intellectual property, official services and facilities and should not permit their misuse by any other person or body
  - You must avoid any action or situation which could create the impression that Council property, official services or public facilities are being improperly used for your own or any other person or body's private benefit or gain
  - You must not use Council resources, property or facilities for the purpose of assisting your election campaign or the election campaign of others unless the resources, property or facilities are otherwise available for use or hire by the public and any publicly advertised fee is paid for use of the resources, property or facility
  - You must not convert any property of the Council to your own use unless properly authorised.
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## 1.4 Revised Policy - Payment Of Expenses And Provision Of Facilities To The Mayor, Deputy Mayor And Councillors

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### 7. Approval Arrangements

Various approval arrangements are indicated throughout this policy and vary from Full Council resolution approval to Mayor (or Deputy Mayor in the case of a claim for the Mayor) and General Manager's approval.

The Manager Executive Services will assist Councillors with respect to seeking reimbursement of expenses incurred in their role as a Councillor, coordinating travel and accommodation arrangements, attendance at civic events, training and education, and the provision of facilities under this policy.

All claims for reimbursement must be made within three months of the date of the receipt and on the appropriate "Claim for reimbursement of expenses by Mayor, Deputy Mayor and Councillors Form" (appendix A).

Any claim will be reconciled with the receipts and authorised as follows:

1. Authorised by the General Manager and Mayor (or Deputy Mayor where claim is made by the Mayor) for spouse and partner expenses, advance payments, travel, accommodation, childcare and carer fees.
2. Authorised by two of the following positions, if the particular expense category does not require General Manager and Mayor (or Deputy Mayor in the case of a claim by the Mayor) approval. The General Manager, Mayor, Director of Business Services, Manager of Executive Services and Manager of Governance and Risk.

### Part 2 - Payment of Expenses

### 8. General Provisions

#### General Allowance

In accordance with the *Local Government Act 1993*, Council will not permit the payment of an allowance to any Councillor that may be considered a general expense or allowance.

#### Annual fees

##### Mayor

Council will determine annually the fee to be paid to the Mayor in accordance with Section 249 of the *Local Government Act 1993*. This fee will be in addition to the Councillor's fee. This fee will be paid to the Mayor monthly in arrears as provided by Section 250 of the Act.

In the event that the Mayor stands aside, is incapacitated or voluntarily ceases to perform the functions of the Mayor for any reason, the Council may, by resolution, pay an additional fee to the Deputy Mayor for that period (on a pro rata basis) while he/she carries out the duties and responsibilities on behalf of the Mayor. This fee will be in addition to the Councillor's fee and will be deducted from the Mayoral fee. This fee will be paid to Councillors monthly in arrears as provided by Section 250 of the Act.

##### Deputy Mayor and Councillors

Council will determine annually the fee to be paid to the Councillors in accordance with Section 248 of the *Local Government Act 1993*. This fee will be paid to Councillors monthly in arrears as provided by Section 250 of the Act.

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## 1.4 Revised Policy - Payment Of Expenses And Provision Of Facilities To The Mayor, Deputy Mayor And Councillors

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Council may enter into an arrangement with a Councillor under which the Councillor agrees to forego all or part of their annual fee in exchange for the Council making contributions to a complying superannuation fund on their behalf.

### **Advanced payment of expenses**

This Policy allows for any Councillor to request advance payment of anticipated expenses covered by this Policy likely to be incurred attending any service or facility.

However Councillors must completely reconcile all actual expenses against the cost of the advance within three months of incurring that expense.

### **Spouse and Partner expenses**

Where the Councillor is accompanied by his or her spouse/partner, costs incurred for the spouse/partner (including travel, sustenance, registration and partner's program) will be borne by the Councillor. Council will not be responsible for any costs incurred by other members of a Councillor's family.

However where a Councillor is accompanied by his or her spouse/partner to the annual Local Government Association Conference Council will meet the cost of the official dinner for the spouse/partner. Any additional travel and accommodation expenses will be the personal responsibility of the Councillor.

### **Specific expenses for Mayors and Councillors**

#### **Seminars and Conferences**

Councillor attendance at conferences requiring overnight accommodation or air travel will be determined in open Council. The report to Council must detail the purpose of the trip, expected benefits, duration, itinerary, approximate costs.

The use of a Mayoral minute to obtain Council approval for travel is not appropriate as it is not consistent with the principles of openness and transparency.

Where approval at a meeting of Council is not possible, Councillor's attendance will be determined by the Mayor and the General Manager.

A request submitted by the Mayor will be determined by the Deputy Mayor and the General Manager.

Following the event a written report should be provided to Council on the aspects of the conference relevant to Council's business and/or the local community.

Attendance at seminars, training and skills development sessions and the like that do not require overnight travel may be approved by the General Manager.

### **Who may attend conferences and seminars**

Any interested Councillor may attend conferences, seminars and similar functions nominated by the Council. The Mayor may nominate a substitute attendee in his or her stead for functions within the Council area, or general Sydney metropolitan area, on those occasions where the Mayor is unable to be present.

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## 1.4 Revised Policy - Payment Of Expenses And Provision Of Facilities To The Mayor, Deputy Mayor And Councillors

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### **Conference costs**

The Council will pay all normal registration costs charged by organisers, including the costs of related official luncheons, dinners and tours that are relevant to the interests of the Council or assist Councillors to discharge the functions of their civic office.

### **Travel arrangements and Expenses**

Councillors using their private vehicles to attend meetings of the Council or its Committees, Sub-Committees, Working Parties, Council briefings, Community Consultations or the like organised or authorised by the Council will be paid the kilometre rate set by the Local Government (State) Award but subject to any such payment not exceeding the amount noted below for when approval is given for a Councillor to use their private vehicle.

Councillors are to lodge claims for travelling expenses within a period of three months after which the expenses was incurred.

Where Councillors are attending any meeting conference, seminar or function outside the Local Government Area where practical, travel to and from the venue will be in a Council vehicle. Should travel in a Council vehicle be impractical, then the Councillor will make a request to the Mayor or General Manager (or the General Managers nominee) to authorise travel by flights, rail or in special circumstances private vehicle. All travel should be via the most direct route. Council will meet the cost of either the return first class travel by rail or return economy class airfare.

If approval is given for a Councillor to use their private motor vehicle to travel to a meeting, conference, seminar or function outside the Local Government Area a Councillor is able to receive the lesser of the cost of an economy airfare plus transfers to and from airports or the travel allowance based on the kilometre rate set by the Local Government (State) Award.

The Councillor is personally responsible for all traffic or parking infringements incurred while travelling in private or council vehicles on council business.

Councillors may be issued with Cab Charge vouchers for taxi fares that are incurred while attending conferences and other Council related functions. All unused Cab Charges shall be returned to the Manager Executive Services within 15 days of the function. The General Manager shall have the right to reject any unauthorised Cab Charges.

### **Interstate Travel**

Council resolution approval is required prior to any interstate travel being undertaken by Councillors (excluding travel to ACT which may be authorised by Mayor and General Manager approval). The report to Council should include all details of the travel, including itinerary, expected costs and expected benefits.

### **Overseas Travel**

Councillors wishing to undertake overseas travel must do so at their own cost.

Where the Mayor has been invited to officially represent Campbelltown overseas, a detailed report outlining the purpose of the trip, expected benefits, duration, itinerary and approximate costs, will be furnished to the Council as part of the Council Business Paper. Council must approve the international travel and payment of expenses relating to such travel.

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## 1.4 Revised Policy - Payment Of Expenses And Provision Of Facilities To The Mayor, Deputy Mayor And Councillors

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If the visit is to be sponsored by private enterprise, ICAC guidelines and reporting structures should be followed and this should form part of the community reporting process.

Retrospective reimbursement of overseas travel expenses is not allowed unless prior authorisation of the travel has been obtained.

After returning from overseas, a detailed report will be provided to a meeting of the Council on the aspects of the trip relevant to council business and/or the local community.

A detailed report should be given in the Annual Report for the year in which the visit took place, outlining how the objectives were met and what quantifiable benefits will flow to the community.

### **Loyalty points schemes**

Councillors shall not be entitled to claim frequent flyer points relating to air travel authorised by this Policy. In circumstances where the Councillor has no option but to pay for air travel and frequent flyer points are accrued to his/her personal account, the Councillor will surrender the points to the airline upon reimbursement of the airfare by Council.

### **Accommodation**

Council will meet the cost of accommodation for Councillors attending to Council business, inspections, meetings, conferences or functions outside the Council area which are authorised by the Council. Where approval at a meeting of Council is not possible, Councillor's attendance will be determined by the Mayor and the General Manager.

When travelling by motor vehicle to conferences or seminars Council will meet the accommodation and meal expenses of the Councillor for a maximum of two nights per trip when journeying to and from the conference or seminar venue. These expenses must be consistent with the Tax Determination 2014/19 or any determinations or policies of the Australian Tax Office that supersede it.

### **Sustenance**

Council will meet the cost of reasonable sustenance and incidental expenses for Councillors attending to Council business, inspections, meetings, conferences, seminars or functions which are authorised by the Council, Mayor or General Manager in accordance with Australian Taxation Office's (ATO) Tax Determination 2014/19.

### **Stationery and postage**

Stationery, business cards, christmas cards, diary, filing cabinet and briefcase, together with postage expenses will be determined as outlined in clause 14 of this policy.

### **Subscriptions**

Subject to the approval of the General Manager annual subscriptions of periodicals up to the value outlined in clause 14 of this policy.

### **Joint Regional Planning Committee (JRPP) attendance fee**

Council in accordance with advice received from the Department of Planning and Infrastructure NSW, determine a fee payable to each elected councillor JRPP member for attendance at JRPP meetings in order to recognise that membership of the regional panel brings additional responsibilities.

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## 1.4 Revised Policy - Payment Of Expenses And Provision Of Facilities To The Mayor, Deputy Mayor And Councillors

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### Training and Educational expenses

Councillors will be provided with any necessary training / education in the use of equipment supplied by the Council or in sessions relating to the Councillors civic functions and responsibilities or a recommendation that has been made by an external Agency for specific training to occur for a Councillor(s) by the OLG, the NSW Ombudsman or a Conduct Reviewer, or compulsory training as required by legislation.

Subject to Council resolution or approval under delegated authority by the Mayor or General Manager, Council will meet the full cost of attendance of Councillors at any of these sessions in the same manner as applicable to a Councillor's attendance at Conferences.

### Carer and other related expenses

Council will meet reasonable cost of care arrangements including child care expenses and the care of elderly, disabled and/or sick immediate family members of Councillors to allow them to attend Council, Committee and Sub Committee Meetings, Council Briefings and Working parties at a maximum rate as negotiated with the General Manager. Carer costs will be paid to cover the period 30 minutes prior to the scheduled commencement time of the meeting and one hour after the conclusion of the meeting. Limits on reimbursement will be determined as outlined in clause 14 of this policy.

Reimbursement of carer expenses to Councillors will only be made upon the production of appropriate receipts and tax invoices, and the completion of the required claim forms within three months of the carer expense being incurred.

### Insurance expenses and obligations

Councillors will receive the benefit of insurance cover to the limit in Council's insurance policies for the following:

**Personal injury** – Personal injury or death whilst on Council business covering bodily injury caused by accidental, violent, external and visible means. Personal injury insurance also provides specified benefits for lost income and other expenses arising from permanent disablement, temporary total disability and temporary partial disability. The cover does not include medical expenses.

**Professional indemnity** – Applies in relation to claims arising out of the Councillor's (alleged) negligent performance of civic duties or exercise of their functions as Councillors provided the performance or exercise of the relevant civic duty or function is in the opinion of council bona fide and/or proper. This is subject to any limitations or conditions set out in the policy of insurance that is taken out at the direction of Council.

**Public liability** – Applies in relation to claims arising out of the Councillor's (alleged) negligent performance of civic duties or exercise of functions as Councillors. This is subject to any limitations or conditions set out in the policy of insurance that is taken out at the direction of Council.

**Councillors and Officers liability** – Applies to cover expenses incurred by Councillors in respect of claims made against them for any alleged wrongful acts arising out of their official capacities (but excludes cover for statutory penalties).

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## 1.4 Revised Policy - Payment Of Expenses And Provision Of Facilities To The Mayor, Deputy Mayor And Councillors

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### Legal expenses and obligations

Legal assistance will be provided to Councillors in the event of an inquiry, investigation or hearing, into the conduct of a Councillor by the:

- Independent Commission Against Corruption
- Office of the NSW Ombudsman
- Department of Premier and Cabinet's Office of Local Government
- NSW Police Force
- Director of Public Prosecutions
- Local Government Pecuniary Interest and Disciplinary Tribunal
- Council's Code of Conduct Reviewer.

Legal assistance will be provided to Councillors in respect to legal proceedings being taken by or against a Councillor in the Local, District or Supreme Courts, arising out of or in connection with the Councillor's performance of his or her civic duties or exercise of his or her functions as a Councillor. This is provided that the subject of the inquiry, investigation or hearing arises from the performance in good faith of a Councillor's function under the *Local Government Act 1993* and the matter before the investigative or review body has proceeded past any initial assessment phase to formal investigation and review.

In the case of a conduct complaint made against a Councillor, legal costs should only be made available where a matter has been referred by the General Manager to a conduct reviewer to make formal enquiries into that matter in accordance with the procedures in the Code of Conduct. In the case of pecuniary interest or misbehaviour matter legal costs should only be made available where a formal investigation has been commenced by the Office of Local Government.

Council shall reimburse such Councillor, after the conclusion of the enquiry, investigation, hearing or proceeding, for all legal expenses properly and reasonably incurred, given the nature of the enquiry, investigation, hearing or proceeding, on a solicitor/client basis.

Legal assistance will be provided subject to the following conditions:

- approval of the General Manager is sought and gained prior to legal expenses being incurred
- the outcome of the legal proceedings is favourable to the Councillor or where an investigatory or review body makes a finding that is not substantially unfavourable to the Councillor
- the amount of such reimbursement shall be reduced by the amount of any monies that may be or are recouped by the Councillor on any basis
- the Councillor's exercise of his or her function, was in the opinion of Council bona fide and/or proper; and as a Councillor
- the amount of legal expense reimbursement shall be paid at a rate equivalent to the average hourly partner rate charged by Council's Panel Solicitors.

Council will not meet the legal costs of legal proceedings instigated by a councillor under any circumstance, nor will Council meet the legal costs of a councillor seeking advice in respect that possible defamation, or in seeking a non-litigious remedy for possible defamation. Council will not assist in the legal costs for legal proceedings that do not involve a Councillor performing their role as a Councillor.

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## 1.4 Revised Policy - Payment Of Expenses And Provision Of Facilities To The Mayor, Deputy Mayor And Councillors

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### Part 3 - Provision of facilities

#### 9. Mayor

**Accommodation** – A furnished office suite located on the Third Floor of the Administration Building including a facsimile machine and personal computer in the Mayor's office, fully serviced and maintained by Council. The ownership of this equipment is retained by Council.

**Staff** – A Personal Secretary on a shared basis with the General Manager.

**Meals** – Meals and beverages in conjunction with Council and Committee Meetings and Inspections.

**Refreshments** – Food and beverages in conjunction with civic functions and hosting meetings involving community groups and representatives. Beverage service in the Councillors' Lounge.

**Insignia of Office** – Mayoral Chain, badge and name plate indicating office held. Mayoral Chain remains the property of the Council.

#### Communication systems

A mobile telephone approved by the General Manager. A personal computer or laptop and iPad.

A combined printer, copier, scanner and facsimile machine, along with a four drawer filing cabinet will be provided in the Mayor's home and be fully serviced and maintained by Council within business hours. Call and data expenses will be determined as outlined in clause 14 of this policy.

When conducting business through Council's email account or accessing the internet using Council allocated resources the Mayor will need to comply with Council's Code of Conduct and be aware of the Internet and Email Usage Authorised Statement.

**Motor vehicle parking space** – A permanent parking space in the basement of the Administration Building.

**Council vehicle** – A Council vehicle to the value as outlined in clause 14 of this policy and approved by the General Manager together with a fuel card for official and associated use or:

Where the Mayor elects to use a privately owned vehicle, that Council reimburse the cost of the vehicle registration, CTP, comprehensive insurance and general service costs to a maximum of \$3000 per year. Each claim should be supported by the provision of receipts and approved by the General Manager. A fuel card will also be provided for official and associated use. The Mayor accepts all liability associated with insurance claims.

#### 10. Deputy Mayor and Councillors

**Office space** – The provision of a lounge area, and the use of Committee Rooms and three offices on the Third Floor of the Administration Building to be pre-booked and used by Councillors in the conduct of their duties of office.

**Meals** – Meals and beverages in conjunction with Council and Committee Meetings and Inspections.

**Refreshments** – Beverage service in the Councillors' Lounge.

**Insignia of Office** – Badge and name plates provided to Councillors and partner to be worn at civic functions.

**Insignia of Office (Deputy Mayor)** – Medallion, badge and name plate indicating office held. Medallion remains the property of the Council.

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## 1.4 Revised Policy - Payment Of Expenses And Provision Of Facilities To The Mayor, Deputy Mayor And Councillors

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### **Communication system**

A mobile telephone approved by the General Manager. A personal computer or laptop and an iPad.

A combined printer, copier, scanner and facsimile machine, along with a four drawer filing cabinet will be provided in the Councillors home and be fully serviced and maintained by Council within business hours. Call and data expenses will be determined as outlined in clause 14 of this policy.

When conducting business through Council's email account or accessing the internet using Council allocated resources the Councillors will need to comply with Council's Code of Conduct and be aware of the Internet and Email Usage Authorised Statement.

**Office equipment** – The provision of a photocopier, telephone facilities and a personal computer in the work area adjacent to the Councillors' offices, fully serviced and available for the use of all Councillors.

**Council vehicle** – If available, and subject to approval by the Mayor and General Manager, the use of a Council vehicle on authorised Council business.

### **11. Private use of Equipment and Facilities**

Councillors should not generally obtain private benefit from the provision of equipment and facilities. However, it is acknowledged that incidental use of Council equipment and facilities may occur from time to time. Such incidental private use is not subject to a compensatory payment.

In the event that private benefit that is not of an incidental nature does occur, the Mayor (or if the Councillor in question is the Mayor, then the Deputy Mayor) and the General Manager may request the Councillor to reimburse Council for the determined cost of the private benefit.

### **Part 4 - Other Matters**

### **12. Returning of Facilities and Equipment by Councillors**

The ownership of all equipment and consumables provided to Councillors is retained by Council. On completion of the term of office, or at the cessation of civic duties, Councillors are required to return all equipment and unused consumables issued by the Council within 28 days or seek the approval of the General Manager to acquire the equipment/consumables at the current market value based on the current depreciation rate and depending on the condition of the equipment.

Any call and data allowance provided under this policy is only applicable up until the last month of term of office held by a Councillor.

### **13. Effectiveness of this Policy**

This Policy, once adopted, is to remain in force until 30 November 2016 unless it is reviewed beforehand by the Council in accordance with the provisions of Sections 253 and 254 of the Local Government Act 1993. The principles outlined in this policy will be audited on a three yearly basis with this audit frequency being increased to yearly if any unsatisfactory findings are identified in any audit review.

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# 1.4 Revised Policy - Payment Of Expenses And Provision Of Facilities To The Mayor, Deputy Mayor And Councillors

## 14. Summary of the limits to specific expenses (all fees GST inclusive)

### Limits on Expenditure Table

The monetary limits prescribed in this policy set out the maximum amount that is payable in respect of any facility or expense. Any additional cost incurred by a Councillor in excess of any limit set shall be considered a personal expense that is the responsibility of the Councillors. In the case of special circumstances where it is impractical for the strict terms of this Policy to be applied the General Manager may authorise a one-off variation to the Policy to meet those special circumstances. One of variations to the Policy should then be reported to Council. The provision of equipment will be reviewed by the General Manager to ensure access to current technology.

	Expenses/Facility	Maximum Amount to be claimed	Frequency per Councillor
	Stationery (including Business Cards)	\$600	Per year
	Postage expenses	\$50	Per year
	Christmas Cards (postage paid by Council)	300 units	Per year
	Diary	\$100	Per term
	4 Drawer Filing Cabinet *	\$400	Per term
	Briefcase*	\$200	Per term
	Cab charge expenses	\$500	Per year
	Carers expenses	\$4000	Per year
	2 Subscriptions to resource materials	\$1000	Per year
	PC/Laptop computer with MS Office and Antivirus *	\$1800	Per term
	IPad*	\$900	Per term
	Data sim for Ipad	\$30	Per month
	Fax/phone/printer/copier/scanner *	\$300	Per term
	Mobile phone *	\$2500	Per term
	Mobile phone call / data costs	\$350	Per month
	ADSL	\$70	Per month
	Printer consumables	\$500	Per year
	Seminars/conferences	\$150	Per day
	Joint Regional Planning Panel (JRPP) attendance fee	\$500	Per meeting
	Mayoral Vehicle	\$50 000	Per car
	Mayoral private vehicle reimbursable expense limit	\$3000	Per mayoral term

\* supplied by Council

**END OF POLICY STATEMENT**



## **1.5 Revised Policy Complaint Handling**

### **Reporting Officer**

Manager Executive Services

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### **Attachments**

Copy of Policy - Complaint Handling Policy (contained within this report)

### **Purpose**

To seek Council's endorsement of the revised Policy regarding Complaint Handling.

### **History**

The abovementioned policy was adopted by Council on 20 May 1997. In 2014 work commenced on the review of all feedback types (including complaints) that Council receives. This initiative was part of the Emerging Leaders program and the current version of the Complaint Handling Policy was reviewed as part of this project. In addition, the NSW Ombudsman's Office published a new complaint management framework in June 2015, including a model complaints handling policy.

### **Report**

In 2015 the NSW Ombudsman's Office released a new Complaint Management Framework that addressed the significant changes that were introduced with the release of the updated Australian Standard "Guidelines for complaints handling in organisations (AS/NZS 10002:2014)".

Council's Complaint Handling policy has now been reviewed, to align with the NSW Ombudsman's Complaint Management Framework and model policy. As the NSW Ombudsman's model policy varied significantly from Council's current policy, a substantial re-writing of the revised draft policy was undertaken to achieve best practice in accordance with the Australian Standard and NSW Ombudsman's framework. The revised draft policy has also been realigned to assign responsibility to Council's Manager Executive Services as Council's Public Officer.

Further work is also being undertaken in the development of a supporting Authorised Statement to capture how to handle the various other types of feedback including, but not limited to, service requests, compliments and comments that Council receives. Procedures have also been developed to outline detailed steps to be taken by staff when managing complaints.

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The key features of this revised policy include:

- Greater guidance on how Council makes their complaint system accessible, efficient and effective by introducing four guiding principles:
  - i. Enabling complaints
  - ii. Managing complaints
  - iii. Managing the parties
  - iv. Accountability and learning.
- Greater emphasis on the roles and responsibilities of staff that are managing complaints by ensuring staff are adequately trained to handle complaints
- Differentiation of matters raised with Council which are managed under separate Council policies
- Clarification of the steps involved in the Customer Complaint Handling Management process
- A total complaint management system that includes managing the complaint for early resolution
- Record keeping requirements relating to managing each complaint to closure.

It has been recommended by the NSW Ombudsman's Office that councils include these additions into their complaint handling policies.

The above mentioned policy has been reviewed and developed in accordance with Council's Records Management policy and the adopted procedures for Policy Development and Review.

### **Officer's Recommendation**

1. That the revised Complaint Handling Policy as attached to this report be adopted.
2. That the policy review date be set at 30 September 2018.

### **Committee's Recommendation: (Hawker/Borg)**

That the Officer's Recommendation be adopted.

### **CARRIED**

### **Council meeting 15 September 2015 (Lake/Borg)**


That the Officer's Recommendation be adopted.

### **Council Resolution Minute Number 173**

That the Officer's Recommendation be adopted.

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## ATTACHMENT 1

 <b>campbelltown</b> city council		<b>POLICY</b>
Policy Title	Complaint Handling Policy	
Related Documentation	<ul style="list-style-type: none"><li>• NSW Ombudsman <i>Effective complaint handling guidelines</i>, 2nd Edition, December 2010</li><li>• Joint publication of the NSW Ombudsman and Department of Local Government Complaints Management in Councils Practice note no. 9, revised July 2009</li><li>• NSW Ombudsman <i>Managing Unreasonable Complaint Conduct – a Model Policy and Procedure</i> 2012</li><li>• Workplace Investigations Authorised statement</li><li>• Customer Feedback Authorised statement</li><li>• Grievance handling Authorised statement</li><li>• Grievance handling Procedure</li><li>• Child Protection Policy</li><li>• Code of Conduct</li><li>• Internal reporting Policy – Public Interest disclosures</li><li>• Council's access to information Policy</li></ul>	
Relevant Legislation	<i>Australian and New Zealand Standard Guidelines for complaint handling in organizations</i> AS/NZS 10002:2014 <i>Public Interest Disclosures Act</i> 1994 <i>Privacy and Personal Information Act</i> 1998 <i>Independent Commission Against Corruption Act</i> 1988 <i>Government Information (Public Access) Act</i> 2009	
Responsible Officer	Manager Executive Services	

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

### Objectives

This policy is intended to ensure that Council handle complaints fairly, efficiently and effectively.

Council's complaint management system is intended to:

- enable Council to respond to issues raised by people making complaints in a timely and cost-effective way
- boost public confidence in Council's administrative process, and
- provide information that can be used by Council to deliver quality improvements in our services, systems and complaint handling.

This policy provides guidance to Council staff and people who wish to make a complaint on the key principles and concepts of our complaint management system.

## Policy Statement

Council expects staff at all levels to be committed to fair, effective and efficient complaint handling.

The following table outlines the nature of the commitment expected from staff and the way that commitment should be implemented.

Who	Commitment	How
General Manager	Promote a culture that values complaints and their effective resolution	<ul style="list-style-type: none"> <li>• Report publicly on Campbelltown City Council's complaint handling.</li> <li>• Provide adequate support and direction to key staff responsible for handling complaints.</li> <li>• Regularly review reports about complaint trends and issues arising from complaints.</li> <li>• Encourage all staff to be alert to complaints and assist those responsible for handling complaints to resolve them promptly.</li> <li>• Encourage staff to make recommendations for system improvements.</li> <li>• Recognise and reward good complaint handling by staff.</li> <li>• Support recommendations for service, staff and complaint handling improvements arising from analysis of complaint data.</li> </ul>
Manager responsible for complaint handling	Establish and manage our complaint management system.	<ul style="list-style-type: none"> <li>• Provide regular reports to the General Manager and Executive team on issues arising from complaint handling work.</li> <li>• Ensure recommendations arising out of complaint data analysis are reviewed with the Executive Team and implemented where appropriate.</li> <li>• Recruit, train and empower staff to resolve complaints promptly and in accordance with Council's policies and procedures.</li> <li>• Encourage staff managing complaints to provide suggestions on ways to improve the organisation's complaint management system.</li> <li>• Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly.</li> <li>• Recognise and reward good complaint handling by staff.</li> </ul>
Staff whose duties include complaint handling	Demonstrate exemplary complaint handling practices	<ul style="list-style-type: none"> <li>• Treat all people with respect, including people who make complaints.</li> <li>• Assist people to make a complaint, if needed.</li> <li>• Comply with this policy and its associated Authorised Statement and procedure.</li> <li>• Keep informed about best practice in complaint handling.</li> <li>• Provide feedback to management on issues arising from complaints.</li> <li>• Provide suggestions to management on ways to improve the organisation's complaints management system.</li> </ul>



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		<ul style="list-style-type: none"><li>• Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.</li></ul>
All staff	Understand and comply with Campbelltown City Council's complaint handling practices.	<ul style="list-style-type: none"><li>• Treat all people with respect, including people who make complaints.</li><li>• Be aware of Campbelltown City Council's complaint handling policies and procedures.</li><li>• Assist people who wish to make complaints to access Campbelltown City Council's complaints process.</li><li>• Be alert to complaints and assist staff handling complaints resolve matters promptly.</li><li>• Provide feedback to management on issues arising from complaints.</li><li>• Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.</li></ul>

### Scope

This policy applies to all staff receiving or managing complaints from the public made to or about Council, regarding our services, staff and complaint handling.

Customer feedback or service requests (note definitions below), staff grievances, code of conduct complaints and public interest disclosures are dealt with through separate Council policies.

### Definitions

#### Complaint

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

A complaint covered by this Policy can be distinguished from:

- staff grievances (see Council's Grievance policy)
- public interest disclosures made by staff (see Council's Internal Reporting Policy)
- code of conduct complaints (see Council's Code of Conduct)
- responses to requests for feedback about the standard of Council's service provision (see the definition of 'feedback' below)
- reports of problems or wrongdoing merely intended to bring a problem to Council's notice with no expectation of a response (see definition of 'feedback' below)
- child protection issue (see Council's Child Protection Policy)
- service requests (see definition of 'service request' below), and
- requests for information (see Council's access to information policy).

#### Complaint management system

All policies, authorised statements, procedures, processes, staff, computer hardware and software used by Council in the management of complaints.

#### Dispute

An unresolved complaint escalated either within or outside of Council.

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## **Feedback**

Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about Council, about our services or complaint handling where a response is not explicitly or implicitly expected or legally required.

## **Service request**

The definition of a service request will include:

- requests for approval
- requests for action
- routine inquiries about Council business
- requests for the provision of services and assistance
- reports of failure to comply with laws regulated by Council
- request for explanation of policies, procedures and decisions.

## **Grievance**

A clear, formal written statement by an individual staff member about another staff member or a work related problem.

## **Policy**

A document that is adopted by the elected Council that sets out how council should fulfil our vision, mission and goals.

## **Authorised Statement**

A document that is approved by the Executive that sets out how council should fulfil our vision, mission and goals.

## **Procedure**

A document that sets out how council policies/authorised statements will be implemented and by whom.

## **Public interest disclosure**

A report about wrong doing made by a public official in New South Wales that meets the requirements of the *Public Interest Disclosures Act 1994*. (Refer to Council's Internal Reporting Policy)

## **Legislative Context**

Australian and New Zealand Standard *Guidelines for complaint handling in organizations*  
AS/NZS 10002:2014

*Public Interest Disclosures Act 1994*

*Privacy and Personal Information Act 1998*

*Government Information (Public Access) Act 2009*

*Independent Commission Against Corruption Act 1988*

## **1. Principles**

### **1.1 Facilitate complaints**

#### **People focus**

Council is committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures and complaint handling.

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Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame.

People making complaints will be:

- provided with information about our complaint handling process
- provided with multiple and accessible ways to make complaints
- listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for Council's decision/s and any options for redress or review.

#### **No detriment to people making complaints**

We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

#### **Anonymous complaints**

Council will accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

#### **Accessibility**

Council will ensure that information about how and where complaints may be made to or about Council is well publicised. Council will ensure that systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

If a person prefers or needs another person or organisation to assist or represent them in the making and/ or resolution of their complaint, Council will communicate with them through their representative if this is their wish. Anyone may represent a person wishing to make a complaint with their consent (e.g. advocate, family member, legal or community representative, member of Parliament, another organisation).

#### **No charge**

There is no charge to complain to Council.

### **1.2 Respond to complaints**

#### **Early resolution**

Where possible, complaints will be resolved at first contact with Campbelltown City Council. First contact staff will record full details of the complaint (including the expected outcome by the complainant) in council's customer request system.

#### **Responsiveness**

Council will promptly acknowledge receipt of complaints. Council will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately. Council is committed to managing people's expectations, and will inform them as soon as possible, of the following:

- the complaints process
  - the expected timeframes for Council's actions
  - the progress of the complaint and reasons for any delay
  - their likely involvement in the process, and
  - the possible or likely outcome of their complaint.
-

Council will advise people as soon as possible when Council is unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

Council will also advise people as soon as possible when Council is unable to meet the timeframes for responding to their complaint and the reason for the delay.

#### **Objectivity and fairness**

Council will address each complaint with integrity and in an equitable, objective and unbiased manner.

The person handling the complaint will be different from any staff member whose service or conduct is being complained about. Conflicts of interests, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

#### **Responding flexibly**

Staff are empowered to resolve complaints promptly and with as little formality as possible. Council will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complaints and/or their representatives.

Council will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

#### **Confidentiality**

Council will protect the identity of people making complaints where this is practical and appropriate. Personal information that identifies individuals will only be disclosed or used by Campbelltown City Council as permitted under the relevant privacy laws, information access provisions and any relevant confidentiality obligations.

### **1.3 Manage the parties to a complaint**

#### **Complaints involving multiple agencies**

Where a complaint involves multiple organisations, Council will work with the other organisation/s where possible to ensure that communication with the person making a complaint and/or their representative is clear and coordinated.

Subject to privacy and confidentiality considerations, communication and information sharing between the parties will also be organised to facilitate a timely response to the complaint.

Where a complaint involves multiple areas within Council, responsibility for communicating with the person making the complaint and/or their representative will also be coordinated. Where Council services are contracted out, Council expects the contracted service providers to have an accessible and comprehensive complaint management system. In such circumstances, Council will take complaints about the services and staff of Council and that of the service providers/contractors.

#### **Complaints involving multiple parties**

When similar complaints are made by related parties Council will try to arrange to communicate with a single representative of the group.

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### **Empowerment of staff**

All staff managing complaints are empowered to implement our complaint management system as relevant to their role and responsibilities.

Staff are encouraged to provide feedback on the effectiveness and efficiency of all aspects of Council's complaint management system.

### **Managing unreasonable conduct by people making complaints**

Council is committed to being accessible and responsive to all people who approach Council with feedback or complaints. At the same time success depends on:

- Council's ability to do work and perform functions in the most effective and efficient way possible
- the health, safety and security of staff, and
- Council's ability to allocate resources fairly across all the complaints we receive.

When people behave unreasonably in their dealings with Council, their conduct can significantly affect the progress and efficiency of work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects Council and will support our staff to do the same in accordance with this policy.

For further information on managing unreasonable conduct by complainants please see the Ombudsman's *Managing Unreasonable Complainant Conduct Model Policy* 2012.

## **2. Complaint management system (Customer complaint handling and feedback Management Process Flowchart appendix 1)**

### **2.1 Introduction**

When responding to complaints, staff should act in accordance with Council's complaint handling procedures as well as any other internal documents providing guidance on the management of complaints. Staff should also consider any relevant legislation and/or regulations when responding to complaints and feedback.

### **2.2 Receipt of complaints**

The record of the complaint will document:

- the contact information of the person making a complaint
- issues raised by the person making a complaint and the outcome/s they want
- any other relevant information, and
- any additional support the person making a complaint requires.

### **2.3 Acknowledgement of complaints**

We will acknowledge receipt of each complaint promptly and preferably within seven working days. Consideration will be given to the most appropriate medium (e.g. email, letter, phone) for communicating with the person making a complaint.

### **2.4 Initial assessment and addressing of complaints**

#### **Initial assessment**

After acknowledging receipt of the complaint, Council will confirm whether the issue/s raised in the complaint are within Council's control. Council will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

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When determining how a complaint will be managed, Council will consider:

- how serious, complicated or urgent the complaint is
- whether the complaint raises concerns about people's health and safety
- how the person making the complaint is being affected
- the risks involved if resolution of the complaint is delayed, and
- whether a resolution requires the involvement of other organisations.

### **Addressing complaints**

After assessing the complaint, Council will consider how to manage it. To manage a complaint Council may:

- give the person information or an explanation
- gather information from the person or section that the complaint is about, or
- investigate the claims made in the complaint.

Council will keep the person making the complaint up to date on progress particularly if there are any delays. Council will also communicate the outcome of the complaint using the most appropriate medium. Which actions Council decide to take will be tailored to each case and take into account any statutory requirements.

### **2.5 Providing reasons for decisions**

Following consideration of the complaint and any investigation into the issues raised, Council will contact the person making the complaint and advise them:

- the outcome of the complaint and any action taken
- the reason/s for the decision
- the remedy or resolution/s that have been proposed or put in place, and
- any options for review that may be available to the complainant, such as an internal review, external review or appeal.

If in the course of investigation, there are any adverse findings about a particular individual, Council will consider any applicable privacy obligations under the *Privacy and Personal Information Protection Act 1998* and any applicable exemptions in or made pursuant to that Act, before sharing the findings with the person making the complaint.

### **2.6 Closing the complaint, record keeping, redress and review**

Council will keep comprehensive records about:

- how Council managed the complaint
- the outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations, and
- any outstanding actions that need to be followed up.

Council will ensure that outcomes are properly implemented, monitored and reported to management.

### **2.7 Alternative avenues for dealing with complaints**

Council will inform people who make complaints to or about Council about any internal or external review options available to them (including the NSW Ombudsman or Office of Local Government).

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## **2.8 The three levels of complaint handling**

Council will aim to resolve complaints at the first level, the frontline. Wherever possible staff will be adequately equipped to respond to complaints, including being given appropriate authority, training and supervision. Where this is not possible, Council may decide to escalate the complaint to a more senior officer. This second level of complaint handling will provide for the following internal mechanisms:

- assessment and possible investigation of the complaint and decision/s already made, and/or
- facilitated resolution (where a person not connected with the complaint reviews the matter and attempts to find an outcome acceptable to the relevant parties).

Where a person making a complaint is dissatisfied with the outcome of Campbelltown City Council's review of their complaint, they may access the third level of review and seek an external review of the decision.

## **3. Accountability and learning**

### **3.1 Analysis and evaluation of complaints**

Council will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis.

Regular reports will be run on:

- the number of complaints received
- the outcome of complaints, including matters resolved at the frontline
- issues arising from complaints
- systemic issues identified, and
- the number of requests received for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of customer service and make improvements. Both reports and their analysis will be provided to senior management for review.

### **3.2 Monitoring of the complaint management system**

The responsible officer will continually monitor our complaint management system to:

- ensure effectiveness in responding to and resolving complaints, and
- identify and correct deficiencies in the operation of the system.

Monitoring may include the use of audits, complaint satisfaction surveys and online tools.

### **3.3 Continuous improvement**

Council is committed to improving the effectiveness and efficiency of the complaint management system. Council will:

- support the making and appropriate resolution of complaints
- implement best practices in complaint handling
- recognise and reward exemplary complaint handling by staff
- regularly review the complaints management system and complaints data, and
- implement appropriate system changes arising out of analysis of complaints data and continual monitoring of the system.

### **3.4 Training and Competence**

Council is committed to staff receiving training relevant to the tasks/activities identified in this Policy. Any training requirements will be reviewed annually and recorded in the training request system. All training regarding complaints handling will be evaluated to ensure continuous improvement.

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**Responsibility**

The Manager Executive Services is responsible for ensuring the principles detailed in the policy are adhered to.

**Effectiveness of this Policy**

The policy will be reviewed annually to ensure it is meeting legislative requirements and is operating effectively.

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**Appendix 1 Customer Complaint handling and feedback Management process flowchart**

Step 1				Receive and Clarify			
May be verbal or in writing If verbal, make comprehensive record of the conversation		Clearly identify issues based on definitions in supporting policy or authorised statement		Refer to appropriate Council policy eg Complaints Handling Policy, Customer feedback Authorised statement, Grievance policy, Internal Reporting policy etc			
Step 2				Register and acknowledge			
Register feedback/complaint in Council's corporate system		Consider nature of feedback/complaint		Determine appropriate person to coordinate management, rate severity of feedback/ complaint		Acknowledge within seven working days If possible, give copy to complainant and check accuracy of record	
Step 3				Investigate			
Collect information		Collect applicable standards/policies/procedures/ authorised statements		Identify disputed facts, inconsistencies, reliability, gaps in information, systemic and performance factors			
Step 4				Respond			
Based on evidence		Informed by research into good governance principles and the public interest		Make findings and recommendations to address any system, process or people issues		Clearly communicate outcome and recommendations	
Step 5				Finalise			
Final response communication Or at 20 working days from date of receipt communication explaining delay		Then update every 20 days until final response is completed		If customer not satisfied advise of their right to second tier internal review or then third tier external review			
Step 6				Follow up/ Reporting/Analysis			
Monitor and evaluate actions Integrate recommendations into quality improvement systems		Collate statistics		Analyse and Report data		Provide further process improvement recommendations	

**END OF POLICY STATEMENT**

## **2. PROPERTY SERVICES**

### **2.1 Menangle Park (Council Holdings) EOI**

#### **Reporting Officer**

Manager Property Services

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#### **Attachments**

Nil

#### **Purpose**

To seek Council approval to undertake an Expression of Interest (EOI) process for the marketing/sale of Council's development land holdings at Menangle Park.

#### **History**

Council has previously over a period of time purchased a number of properties at Menangle Park as part of its development reserve.

In recent times Council in conjunction with UrbanGrowth NSW have prepared release area studies for the proposed Menangle Park Release Area. This has included the exhibition of the draft LEP for the Menangle Park Release Area which closed in February 2013.

In the intervening period Council has been seeking a commitment from the NSW State Government in respect to the funding and provision of the infrastructure necessary to accommodate the release area of approximately 3600 homes.

In light of recent representations a briefing was provided to Council on 25 August 2015 which is subject to further discussions in the body of this report.

#### **Report**

Council has approximately 134 hectares of land situated within the proposed Menangle Park Release Area which has been identified for residential development, provision of infrastructure and open space. This land is predominantly vacant land which is currently zoned Non Urban 1 (40 hectare minimum) under Campbelltown IDO No. 15 and is currently used for grazing purposes under agistment.

There are two distinct holdings one situated on the northern side of Menangle Road having an area of approximately 9.567 hectares and the larger holding on the southern side of Menangle Road having an area of approximately 124.41 hectares. Having being acquired as part of the development reserve the properties are identified as being classified as operational land.

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As part of Council's total holdings approximately 45 hectares of land would need to be retained for future infrastructure and public open space requirements as identified in the draft Structure Plan for the Menangle Park Release Area.

**Table: Menangle Park (Land and Council ownership)**

<b>Lot</b>	<b>DP</b>	<b>Area</b>	<b>Classification</b>
3	236059	48ha	Operational
1	727098	0.7685ha	Operational
7	787284	24.38ha	Operational
124	1097090	1.846ha	Operational
125	1097138	0.06892ha	Operational
31	1101983	9.567ha	Operational
33	1101983	0.2905ha	Operational
1	249393	38.34ha	Operational
1	707225	10.64ha	Operational
1	708770	0.0329ha	Operational
Road	Road	0.0278ha	Operational (subject to closure)
<b>TOTAL</b>		<b>133.97ha</b>	

### **Current Status**

Council has made representations to the NSW State Government agencies regarding the funding and provision of infrastructure to facilitate the orderly development of the proposed release area. The key areas involve the provision of on and off ramps and bridge over the M31 Highway and Menangle Road widening and upgrade.

Recently Council has also been contacted by developers and agents to determine if Council would consider the sale of its development holdings at Menangle Park particularly in the view of the marketing undertaken by UrbanGrowth NSW which included its Menangle Park holdings as part of the South Western Sydney residential development portfolio.

On this basis having regard to the current buoyant nature of the residential property market a briefing was provided to Councillors regarding the opportunity for Council to market its holdings through an EOI process.

As part of the briefing it was recommended that Council proceed to an EOI process to offer Councils land holdings for sale on a non-binding basis. In this respect Council would reserve the right not to accept any EOI and Council would also retain in its absolute discretion the ability to negotiate with any parties that submit an EOI or with any other party at any time prior to the exchange of binding contracts and may also withdraw the property holdings from sale.

Although Council would market the property for sale on an as is basis this would not preclude conditional offers being submitted. It would also be identified that if Council were to proceed with the sale of its land holdings that the land identified for future infrastructure and open space purposes having an area of approximately 45 hectares would be required to be transferred to Council upon any future subdivision/development of the land at no cost.

Having regard to the EOI process a further report would be submitted to Council upon completion of the EOI process to determine if Council will accept any of the offers submitted as part of the EOI or whether further marketing would be undertaken. The report on conclusion of the EOI will identify any interested parties, the proposed commercial terms and provide Council with an opportunity to negotiate with any interested parties if a suitable proposal is not received.

If any offer is recommended for acceptance by Council the report will also address the treatment of any capital funds received through the sale of the property.

It is recommended that Council approve an EOI process for the sale of the properties as outlined in the Menangle Park (land and Council ownership) table with a further report to be presented to Council upon completion of the EOI process for its approval.

In the interim Council will continue to engage the NSW State agencies regarding the funding and provision of the infrastructure required to facilitate the release area.

### **Strengths and Opportunities**

- Council's holding would provide for a variety of lot types
- offer a mix of product at a range of price points
- potential for a large developer to enter into a VPA and assist in the provision of necessary infrastructure
- potential to attract large scale capital investment as part of any future development
- potential for Council to realise its capital investment to support future operations of Council.

### **Process**

If approval is provided to proceed with an EOI for the sale of Council's holdings the following actions will be required.

- preparation of legal documentation
  - preparation of boundary redefinition survey
  - lodgement of survey for road closure (un-named road)
  - submissions for an appointment of agent
  - agents due diligence and preparation of marketing material
  - EOI marketing
  - report to be presented to Council on completion of EOI process.
-

### **Officer's Recommendation**

1. That Council approve an Expression of Interest (EOI) process for the sale of the properties outlined in the table Menangle Park (land and Council ownership) as outlined in this report.
2. That a further report be submitted to Council on completion of the EOI process prior to any sale being finalised.

### **Committee's Recommendation: (Kolkman/Hawker)**

That the Officer's Recommendation be adopted.

### **CARRIED**

### **Council meeting 15 September 2015 (Lake/Borg)**

That the Officer's Recommendation be adopted.

### **Council Resolution Minute Number 173**

That the Officer's Recommendation be adopted.

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## **2.2 Transfer of Land to Council - Glenfield Release Area**

### **Reporting Officer**

Manager Property Services

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### **Attachments**

Deposited Plan 1208321 (contained within this report)

### **Purpose**

To seek Council approval to accept the transfer of land being Lot 350 DP 1208321 and Lot 3137 DP 1190579 within the Glenfield Road Release Area from Mirvac.

It is intended to accept the transfer of Lot 350 DP 1208321 as identified in the Section 94 Development Contributions Plan - Glenfield Road Urban Release Area - May 2007 with a credit to be provided to Mirvac in accordance with the applicable credit in the Section 94 Contributions Plan.

Mirvac also propose to transfer Lot 3137 DP 1190579 to Council as part of the overall environmental conservation of the open space area. As this lot is not identified to be acquired in the Section 94 Contributions Plan, Mirvac have identified that they would not be seeking a Section 94 credit for this lot which would be transferred to Council at nil cost.

### **History**

Although sections of open space land have previously been dedicated to Council upon registration of the survey plans which identified the land to be dedicated, Lot 350 DP 1208321 did not include a reserve notation and as such remains in the ownership of Mirvac.

### **Report**

As part of the development of the Glenfield Road Release Area, Mirvac has been developing respective sections of land which it currently owns which in addition to the residential development has included open space (environmental corridor) land identified in the Section 94 Development Contributions Plan - Glenfield Road Urban Release Area, May 2007.

As Mirvac has undertaken development of their respective holdings they have been progressively dedicating the land identified as being required for open space purposes into Council title through registration of the subdivision plans and transfer.

The parcel being Lot 350 DP 1208321 was not previously dedicated at the time of registration of the subdivision plan as the developer was required to undertake bushland regeneration and landscaping work on the site prior to Council accepting ownership of the parcel of land.

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### **Lot 350 DP 1208321**

Mirvac has requested that Council accepts the transfer of Lot 350 DP 1208321 which is master planned as open space (environmental corridor) land to be dedicated to Council as required under the Section 94 Development Contributions Plan - Glenfield Road Urban Release Area, May 2007.

The subject property is open space land zoned 6(a) open space and has an area of approximately 1.58 hectares and is situated between Three Bees Drive, Glenfield and the boundary of the adjoining Hurlstone Agricultural site.

It is proposed that in return for the land being transferred to Council as open space (environmental corridor) that the applicable Section 94 credit in accordance with the contributions plan will be provided by Council to Mirvac as part of the reconciliation of the Section 94 contributions relating to the development. This Section 94 credit would be for land only as any works would be subject to a separate credit if applicable.

Accordingly it is recommended that Council approve acceptance of the transfer of land as open space as identified in the Section 94 Development Contributions Plan - Glenfield Road Urban Release Area, May 2007 with Section 94 credit to be applied in accordance with the prevailing rate identified in the plan at the time of transfer.

### **Lot 3137 DP 1190579**

Mirvac has also requested if Council would accept the transfer of Lot 3137 DP 1190579 as part of the overall environmental corridor which is immediately adjacent to Lot 350 DP 1208321. This land is zoned 1(d) Rural Future Urban and is not identified for acquisition by Council under the Section 94 Development Contributions Plan - Glenfield Road Urban Release Area, May 2007.

This lot has an area of approximately 2603 square metres and is identified by Mirvac that it would not be seeking any Section 94 credits in respect to this land as it is not identified for acquisition under the existing plan.

Due to its irregular shape and location adjacent to the existing open space zoned lot proposed to be transferred to Council it is recommended that Council provide approval for the transfer of this lot at nil cost. This would be on a similar basis where Council previously accepted the transfer of Lot 17 DP 1160121 at nil cost.

It is also recommended that Council classify Lot 3137 DP 1190579 as operational land to allow future use as a public road. An operational classification would permit Lot 3137 DP 1190579 to be included in future proposed Glenfield – Campbelltown road alignment if required.

The acceptance of the transfers would be subject to a final inspection by Council staff prior to transfer documents being issued.

### **Budget**

The Section 94 Development Contributions Plan – Glenfield Road Urban Release Area, May 2007 provides that the Section 94 credit is to be applied in accordance with the prevailing rate identified in the plan at the time of transfer.

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It is advised that the value of the Section 94 Contributions Credit under the adopted plan for Lot 350 DP 1208321 is 1.585 hectares x \$172.50 = \$2,734,125 (plus indexation). Adopting the current Residex indexation (June 2015) the applicable credit is \$3,218,025.50 however this is subject to the date that transfer is registered.

Council has previously adopted the Section 94 Development Contributions Plan Glenfield Road Urban Release Area May 2007 via resolution at its meeting of 11 December 2007.

Accordingly it is recommended that Council approve the acceptance of the transfer of Lot 350 DP 1208321 as identified in the Section 94 Development Contributions Plan – Glenfield Road Urban Release Area, May 2007 with Section 94 credit to be applied in accordance with the prevailing rate identified in the plan at the time of transfer.

As identified Lot 3137 DP 1190579 is intended to be transferred to Council for nil cost.

### **Officer's Recommendation**

1. That Council approve the acceptance of the transfer of open space land (environmental corridor) being Lot 350 DP 1208321 on the terms outlined in this report.
2. That Council approve the acceptance of the transfer of Lot 3137 DP 1190579 for nil cost.
3. That Council classify Lot 3137 DP 1190579 as operational land.
4. That Council provide approval to enter into any necessary agreement with the developers to reconcile any Section 94 Development Contributions through a Material Public Benefits agreement or Land Dedication/Works In Kind agreement if required on the terms outlined in this report.
5. That all documentation associated with the transfers be executed under the Common Seal of Council if required.

### **Committee's Recommendation: (Dobson/Borg)**

That the Officer's Recommendation be adopted.

### **CARRIED**

### **Council meeting 15 September 2015 (Lake/Borg)**

That the Officer's Recommendation be adopted.

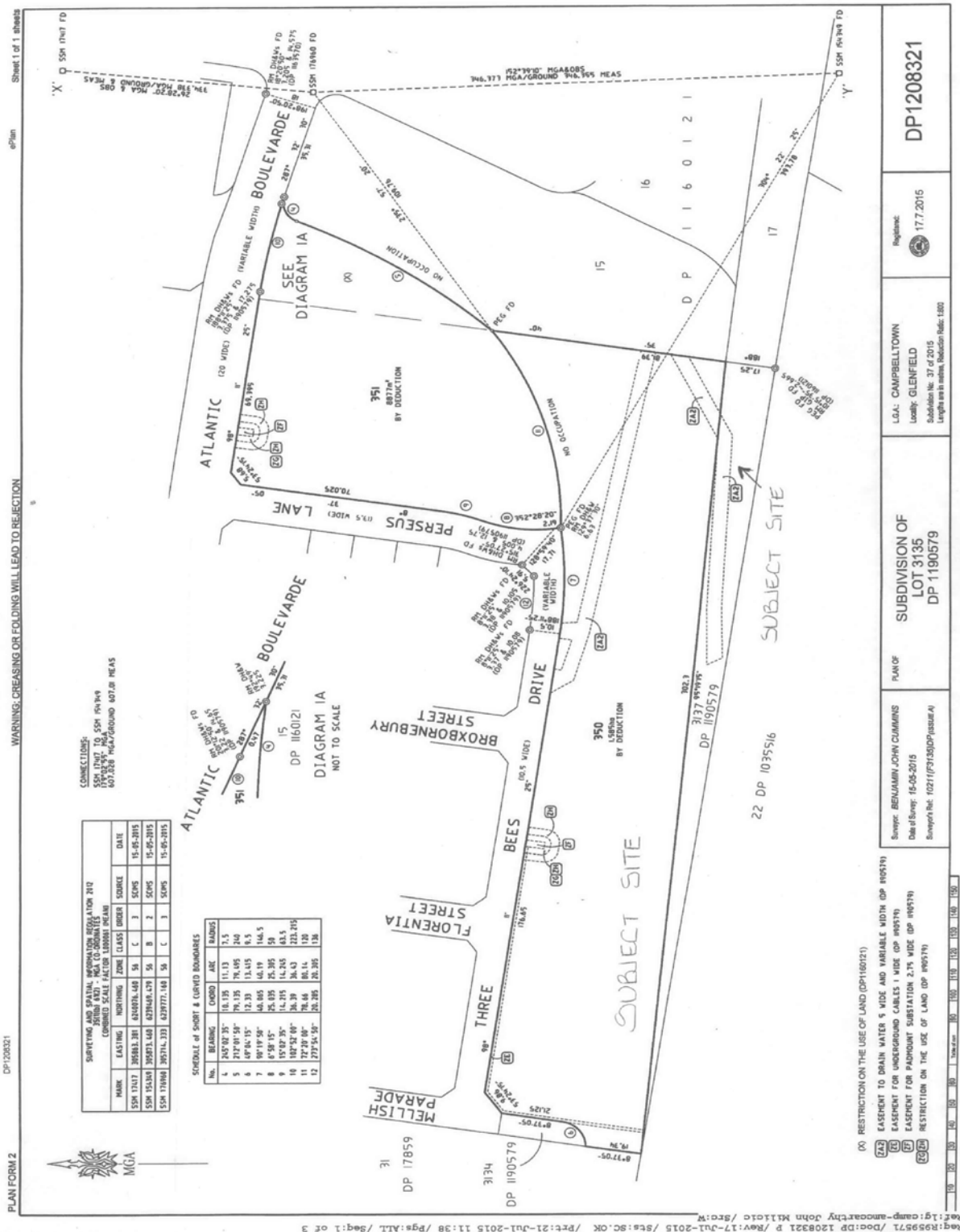
### **Council Resolution Minute Number 173**

That the Officer's Recommendation be adopted.

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# ATTACHMENT 1



### **3. FINANCIAL SERVICES**

#### **3.1 Investment report - July 2015**

##### **Reporting Officer**

Manager Financial Services

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##### **Attachments**

Investment portfolio performance for the month of July 2015 (contained within this report)

##### **Purpose**

To provide a report outlining Council's investment portfolio performance for July 2015.

##### **Report**

Council invests any surplus funds that become available through the financial instrument designated by the Ministerial Order from the Office 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 July 2015 stood at approximately \$105m. 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.

##### **Portfolio Performance**

Directly managed investments have consistently outperformed the AusBond bank bill index benchmark.

Monthly annualised return	July
Council Managed Funds	3.23%
Benchmark: AusBond Bank Bill Index	2.30%

Investment returns can fluctuate during any one reporting period based on market perceptions, or as in the case of funds under management, changes in asset classes. As such, any measurement of performance is better reflected over a rolling 12 month period to average out any fluctuations in monthly performance. Council's total investment portfolio has outperformed the benchmark on average over the last 12 months.

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Rolling year to date return	July
Council Managed Funds	3.60%
Benchmark: AusBond Bank Bill Index	2.51%

Council's portfolio as at 31 July 2015 is diversified with 71% in term deposits of varying lengths of maturity which are managed in accordance with market expectations and Council's investment strategy, 24% in floating rate deposits which gives Council a set margin above either 30 or 90 day bank bills, 4% in fixed rate bonds, 1% in funds in a short term at call account.

Maturity profile	31 July
Short term at call	\$1,009,275
0 – 3 months	\$34,820,726
3 – 6 months	\$25,659,336
6 – 12 months	\$38,005,011
12 months +	\$6,000,000

All investments are placed with approved deposit taking institutions. No funds are placed with any unrated institutions.

Credit exposure	31 July
AAA to AA-	66%
A+ to A-	26%
BBB+ to BBB-	8%
Other approved deposit taking institutions	0%

### Economic outlook

The Board of the Reserve Bank of Australia (RBA) left the cash rate unchanged at the present level of 2% at its meeting on 4 August 2015 which was as the market expected.

In recent weeks the stock market has seen significant reductions in the value of shares as a direct result of world economic circumstances, in particular the slow-down of China. The market is experiencing a reduction in confidence and indications are that Australia's growth will slow further. As such it is anticipated that interest rates will remain at their present levels or even reduce further in the immediate future and Council, in light of these indicators, should remain prudent and maintain a level of ongoing conservatism in managing its investment portfolio.



## **Summary**

Council's investment portfolio continues to outperform the benchmark of the AusBond bank bill index. The Local Government Investment Guideline leaves little scope for the enhancement of Council's investment portfolio with the various investment products being offered. However, to enhance the portfolio, advantage is taken on the length of maturity of the investment given the rating of the institution, as well as reviewing any new investment products offered in consultation with Council's financial advisor, Spectra Financial Services.

Regular liaison with Council's external financial advisor assists in monitoring all of the risk factors to maximise Council's return on the investment portfolio, while minimising the risk associated with this strategy.

## **Officer's Recommendation**

That the information be noted.

## **Committee's Recommendation: (Hawker/Kolkman)**

That the Officer's Recommendation be adopted.

## **CARRIED**

## **Council meeting 15 September 2015 (Lake/Borg)**

That the Officer's Recommendation be adopted.

## **Council Resolution Minute Number 173**

That the Officer's Recommendation be adopted.

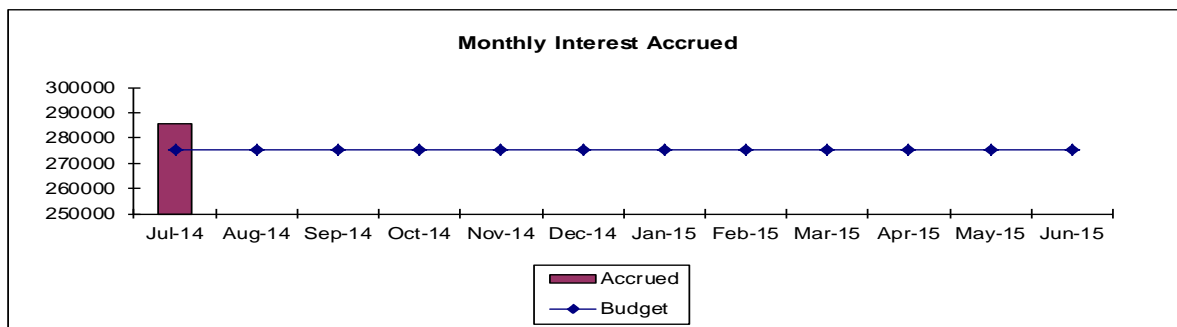
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## ATTACHMENT 1

### CAMPBELLTOWN CITY COUNCIL INVESTMENT PORTFOLIO Summary July 2015

Benchmark AusBond Bank Bill Index  
Portfolio Balance \$105,494,348.83

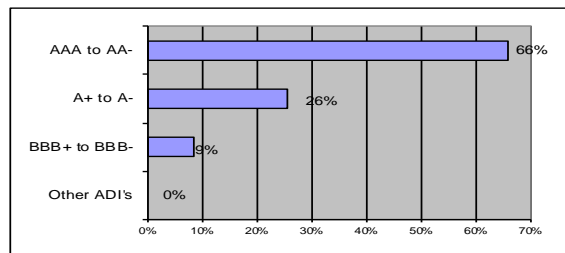
Monthly Performance	Return (mth)	Return (pa)
AusBond Bank Bill Index	0.20%	2.30%
Total Portfolio	0.27%	3.23%
<i>Performance to Benchmark</i>	+ 0.08%	+ 0.93%
Portfolio - Direct Investments	0.27%	3.23%
<i>Performance to Benchmark</i>	+ 0.08%	+ 0.93%
Short Term Call Account	0.20%	2.40%



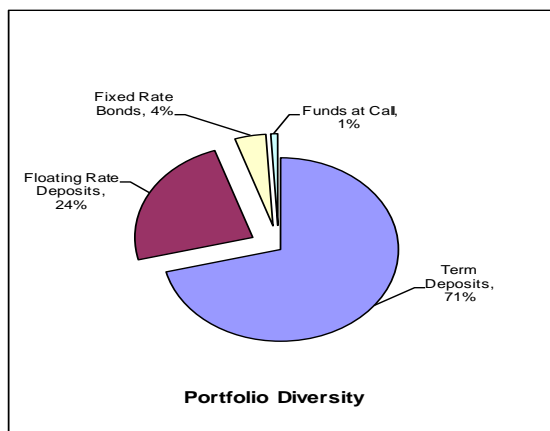
### Year to Date Performance Credit Exposure (S&P Long Term Rating)

Rolling 12 Month Period  
3.60% Council Managed Funds  
2.51% Benchmark

Interest Budget to Actual \$275,308  
Average Budget to Period \$275,308  
Actual Accrued to Period \$285,859



### Securities Institutions



	Amount Invested	% Portfolio
NAB Funds at Call	\$ 1,009,275.14	1%
NSW Treasury	\$ 2,225,000.00	2%
National Australia Bank	\$ 35,926,317.96	34%
ANZ Bank	\$ 3,500,000.00	3%
Westpac Bank	\$ 5,318,811.20	5%
Commonwealth Bank	\$ 5,000,000.00	5%
Bank Western Australia	\$ 16,435,492.39	16%
AMP Bank	\$ 5,025,890.41	5%
Suncorp Metway	\$ 8,053,561.73	8%
Macquarie Bank	\$ 3,000,000.00	3%
ING Bank	\$ 2,000,000.00	2%
Rural Bank	\$ 2,000,000.00	2%
Bank of Queensland	\$ 7,000,000.00	7%
Peoples Choice CU	\$ 2,000,000.00	2%
Credit Union Aust	\$ 3,000,000.00	3%
ME Bank	\$ 4,000,000.00	4%
<b>Total</b>	<b>\$ 105,494,348.83</b>	<b>100%</b>

## **3.2 Monthly Rates Summary - July 2015**

### **Reporting Officer**

Manager Financial Services

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### **Attachments**

1. Monthly Rates Summary (contained within this report)
2. Actual to budget result (contained within this report)
3. Rates statistics (contained within this report)

### **Purpose**

To provide details of the 2015-2016 Rates and Charges levy and cash collections for the periods ending 30 June 2015 and 31 July 2015.

### **Report**

The 2014-2015 rating period closed on 30 June 2015 and resulted in a total arrears balance of \$3,867,221. In percentage terms this represents unpaid rates and charges of 2.96% of the total collectable. This ratio has been used by Council to monitor the performance of policy and procedure for 18 years, with this percentage the lowest figure reported in that time.

Rates and charges levied for the period ending 31 July 2015 totalled \$96,625,489, representing 99% of the annual budget estimate for the current financial year. Receipts collected to the end of July totalled \$8,095,660. This amount represents 8.4% of all rates and charges due to be paid. In comparison, the amount collected for the same period last year was 7.4%.

Council adopted the 2015-2016 rating structure on 23 June 2015. These rates and charges were used to successfully complete the annual levy on 1 July 2015 with notices issued to ratepayers on 9 July 2015.

In total 50,454 notices were printed with a total value of \$90,094,340. Rate notices for the 89 Council owned properties and 5427 Housing NSW dwellings are not included in this total and will be paid separately via an electronic file.

Rate notices were also successfully emailed in PDF form through the eRates electronic delivery process. This service continues to increase in popularity with 1543 ratepayers now registered to receive their accounts electronically.

Pension rebates were granted to 7489 eligible pensioners entitled to reductions of up to \$300 from their total rates and charges bill. These rebates totalled \$2,160,230 and have been applied to each assessment on a pro-rata basis between rates and waste collection charges. A claim will be submitted to the Office of Local Government in September 2015 for 55% of the amount written off.

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Action taken in the form of legal debt recovery has involved the issue of 209 Statements of Claim, 16 Judgments and 11 Writs where ratepayers have either defaulted on an arrangement or failed to respond to efforts in making alternative arrangements.

Currently 351 ratepayers with a combined balance due of \$396,199 have made an arrangement to clear their debt through regular payments. No further action is taken on these accounts provided the agreed amounts are maintained.

Ratepayers who purchased property and a balance remains unpaid after the annual rate notice has been issued received a 'Notice to New Owner' letter. During the month, 105 of these letters were sent advising the amount levied by Council in annual rates and charges and the remaining unpaid balance.

### **Officer's Recommendation**

That the information be noted.

### **Committee's Recommendation: (Dobson/Borg)**

That the Officer's Recommendation be adopted.

### **CARRIED**

### **Council meeting 15 September 2015 (Lake/Borg)**

That the Officer's Recommendation be adopted.

### **Council Resolution Minute Number 173**

That the Officer's Recommendation be adopted.

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## ATTACHMENT 1

### RATES SUMMARY

#### STATEMENT OF ALL OUTSTANDING RATES AND EXTRA CHARGES

RATE - CHARGE	NET ARREARS 1/7/2015	NET LEVY FOR YEAR	PENSION REBATES	EXTRA CHARGES	TOTAL RECEIVABLE	CASH COLLECTED	NET AMOUNT DUE	POSTPONED RATES & INTEREST	GROSS AMOUNT DUE
RESIDENTIAL	2,443,224.65	54,303,075.73	1,365,697.71	124,366.57	55,504,969.24	4,626,834.25	50,878,134.99	313,668.50	51,193,003.38
BUSINESS	436,057.49	17,806,205.60		10,100.52	18,252,363.61	1,457,207.55	16,795,156.06		16,795,156.06
BUSINESS - IND	100.30	0.00		0.00	100.30	0.00	100.30		100.30
FARMLAND	0.00	593,837.36	884.79	5.00	592,957.57	18,729.49	574,228.08	142,284.55	716,512.63
MINING	0.00	23,937.48		0.00	23,937.48	0.00	23,937.48		23,937.48
LOAN	75,640.51	2,659.96		878.46	79,178.93	4,060.36	75,118.57	26,924.61	102,043.18
INFRASTRUCTURE	206,769.81	5,672,589.89		852.39	5,880,212.09	477,314.07	5,402,898.02	17,032.31	5,419,930.33
F5 ACCESS RAMPS	379.22	0.00		0.00	379.22	0.00	379.22		379.22
TOTAL	\$3,142,670.23	\$78,402,306.02	\$1,366,582.50	\$136,202.94	\$80,334,098.44	\$6,584,145.72	\$73,749,952.72	\$499,909.97	\$74,251,062.58
GARBAGE	674,774.34	18,209,121.67	814,438.63	3,019.54	18,072,476.92	1,417,976.39	16,654,500.53		16,654,500.53
STORMWATER	49,776.92	1,039,127.92		63.60	1,088,968.44	93,537.69	995,430.75		995,430.75
GRAND TOTAL	\$3,867,221.49	\$97,650,555.61	\$2,181,021.13	\$139,286.08	\$99,495,543.80	\$8,095,659.80	\$91,399,884.00	\$499,909.97	\$91,900,993.86

Total from Rates Financial Transaction Summary	91,664,481.60
Overpayments	-236,512.26
Difference	0.00

#### ANALYSIS OF RECOVERY ACTION

Rate accounts greater than 6 months less than 12 months in arrears	832,373.59
Rate accounts greater than 12 months less than 18 months in arrears	113,374.35
Rate accounts greater than 18 months in arrears	22,989.56
TOTAL rates and charges under instruction with Council's agents	\$968,737.50

## ATTACHMENT 2

### COMPARISON OF BUDGET TO ACTUAL

DESCRIPTION	ORIGINAL BUDGET	REVISED BUDGET	ACTUAL	BALANCE STILL RECD.	% RAISED
RESIDENTIAL	53,878,600	53,878,600	54,303,076	(424,476)	100.79%
BUSINESS	17,935,000	17,935,000	17,806,206	128,794	99.28%
FARMLAND	459,900	459,900	613,339	(153,439)	133.36%
MINING	23,900	23,900	23,937	(37)	100.16%
INFRASTRUCTURE	5,631,700	5,631,700	5,672,590	(40,890)	100.73%
TOTALS	77,929,100	77,929,100	78,419,148	(490,048)	100.63%
INTEREST CHARGES	238,000	238,000	28,990	209,010	12.18%
LEGAL COSTS RECOVERED	840,000	840,000	110,296	729,704	13.13%
PENSIONERS - Sec 575	(1,837,700)	(1,837,700)	(1,817,867)	(19,833)	98.92%
PENSIONERS - Sec 582	(389,800)	(389,800)	(363,154)	(26,646)	0.00%
PENSIONERS SUBSIDY	1,010,735	1,010,735	999,827	10,908	98.92%
SUB TOTAL	77,790,335	77,790,335	77,377,240	413,095	99.47%
DOMESTIC WASTE CHARGES	17,621,100	17,621,100	17,689,156	(68,056)	100.39%
COMMERCIAL WASTE CHARGES	444,600	444,600	519,966	(75,366)	116.95%
STORMWATER MNGMNT	1,138,000	1,138,000	1,039,128	98,872	91.31%
GRAND TOTALS	96,994,035	96,994,035	96,625,489	368,546	99.62%

### COLLECTIONS AS A % OF:

	TOTAL RECEIVABLE	TOTAL LEVIED	TOTAL RECEIVABLE	TOTAL LEVIED
RESIDENTIAL	8.34%	8.52%		
BUSINESS	7.98%	8.18%	RATES	8.40%
FARMLAND	3.16%	3.15%	WASTE	7.79%
INFRASTRUCTURE	8.12%	8.41%	STORMWATER	9.00%
ALL RATES	8.20%	8.40%	TOTAL RATES & CHARGES	8.53%



## ATTACHMENT 3

## RATES STATISTICS

[illegible]

### 3.3 Sundry Debtors Report - July 2015

#### Reporting Officer

Manager Financial Services

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#### Attachments

1. Debtors summary to 31 July 2015 (contained within this report)
2. Ageing of sundry debts to 31 July 2015 (contained within this report)

#### Purpose

To provide a report detailing the amount outstanding by type and age for sundry and miscellaneous debts for the period ending 31 July 2015.

#### Report

Debts outstanding to Council as at 31 July 2015 are \$2,111,527, reflecting an increase of \$4,415 since June 2015. The ratio of outstanding debts to current invoices has decreased from 15% in June to the current level of 13%. 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.

#### Invoices raised – July 2015

During the month, 1516 invoices were raised totalling \$1,670,770. The majority of these are paid within a 30 day period. The most significant invoices raised during the month have been in the following areas:

Government and other Grants – \$961,706 – the main invoices relate to:

Road & Maritime Services - road widening at Eagle Vale Drive	\$913,331
NSW Land & Housing Corporation - partial funding for a Place Management Project	\$25,000
Greater Sydney Local Land Services - community stewardship to restore Cumberland Plain Woodland and significant water ways with urban vegetation corridors at Campbelltown Golf Course	\$23,375

Land and Building Rentals – \$121,897 – the main invoices relate to:

Aldi Foods Pty Ltd - monthly rental at Macquarie Fields	\$24,750
Nuvezo Pty Ltd - monthly rental Dumaresq Street Cinema	\$23,797
Glenquarie Hotel Pty Ltd - monthly rental Macquarie Fields	\$20,438
Caltex Oil Australia Pty Ltd - monthly rental Macquarie Fields	\$15,062
Mycorp Group Pty Ltd - monthly rental Macquarie Fields	\$13,696

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Corporate Administration – \$276,854 – the main invoices relate to:

Wollondilly Shire Council - contribution to annual operating costs of MACROC 2015-2016	\$86,530
Camden Council - contribution to annual operating costs of MACROC 2015-2016	\$86,530
Nuvezo Pty Ltd - annual rates and charges 2015-2016	\$15,406
Aldi Foods Pty Ltd - annual rates and charges 2015-2016	\$13,549
Novo Rail - security bond for road occupancy standing plant at Victoria Road, Minto	\$10,000

Receipts to the value of \$1,229,228 have been received during the period, the most notable in the following areas:

Land and Building Rentals	\$595,250
Corporate Administration	\$220,656
Waste Collection Services	\$83,906
Road and Footpath Restoration	\$65,579
Healthy Lifestyles	\$55,201
Sportsground and Field Hire	\$48,198
Various Sundry Items	\$47,987

#### Sundry debts outstanding – 31 July 2015

Debts exceeding 90 days of age totalled \$238,678 as at 31 July 2015. The major invoices relating to this balance include:

Description	Date Invoiced	Balance at 31 July 2015
Debtor 68316.9 - retaining wall between Lot 1451 DP 703487, 2 and 4 Brownlow Place, Ambarvale. Debtor is maintaining arrangement to pay \$450 per month as approved by Council	09/06/10	\$7,457
Casper's Baseball Club - electricity charges. Club is experiencing financial difficulty, however have been making irregular payments to reduce the debt. Council continues to meet with club and Macarthur Baseball to resolve debt	17/12/12 to 17/06/15	\$7,569
Insight Mercantile Pty Ltd – abandoned motor vehicle, unable to locate owner of the vehicle. Finance company acknowledges Councils power to sell an encumbered vehicle. The vehicle has gone to the auctioneer and was not sold at first auction, however will be put up for further auction in an attempt to sell the vehicle and recover the costs	18/07/14	\$2,799
GE Automotive – abandoned motor vehicle, unable to locate owner of the vehicle. Finance company acknowledges Councils power to sell an encumbered vehicle. The vehicle has gone to the auctioneer and was not sold at first auction, however will be put up for further auction in an attempt to sell the vehicle and recover the costs	05/07/12	\$5,709

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74366.6 - motor vehicle accident at the Animal Care Facility, no response to letters sent. Debtor has now been located and is in negotiation with Council's agent	05/06/14	\$1,981
Master Woodturning - Land value associated with walkway closure adjoining 37 Lancaster Street, Ingleburn. Payment is being held in trust by Council's solicitor and will be released to Council once plans have been registered with the Land Titles Office which may take up to three months	20/11/14	\$54,129
McDonalds Australia Limited - additional rent payable for the period 20 December 2013 to 19 December 2014 for Glenquarie McDonalds. Account has been disputed. Payment received 3 August 2015	24/02/15	\$93,293 (paid)

Debt recovery action is undertaken in accordance with Council's Sundry Debtor Recovery Procedures Policy and commences with the issue of a tax invoice. A person or entity may be issued any number of invoices during the calendar month for any business, services or activities provided by Council. At the conclusion of each calendar month, a statement of transactions is provided with details of all invoices due and how payments or credit notes have been apportioned. Once an invoice is paid, it no longer appears on any subsequent statement.

All debts that are 90 days or more are charged a statement administration fee of \$5.50 per statement. Debtors are contacted by telephone, email or in writing to make suitable arrangements for payment of the overdue debt. Where a suitable arrangement is not achieved or not maintained as agreed, a seven day letter is issued referencing referral to Council's debt recovery agents.

Matters referred to Council's recovery agent are conducted in accordance with relevant legislation and the *Civil Procedures Act 2001*. Formal legal recovery commences with a letter of demand (or letter of intent) providing debtors with at least 14 days to respond. In the event that no response is received, instructions are given to proceed to Statement of Claim allowing a further 28 days to pay or defend the action. Failing this, the matter will automatically proceed to judgment and continue through the *Civil Procedures Act 2001* process.

All costs associated with formal legal recovery are payable by the debtor and staff continue to make every effort to assist debtors to resolve their outstanding debt before escalating it through the local court.

During the month, three accounts were issued a letter of demand on Council's letterhead, advising that if the account was not settled or an appropriate arrangement was not made, the account will escalate to formal legal action through Council's agent.

Council's agents were instructed to proceed with one Statement of Claim for damages to Council vehicle, one Examination Notice for unpaid meeting room hire and two Examination Orders for unpaid licence fees.

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.

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### **Officer's Recommendation**

That the information be noted.

### **Committee's Recommendation: (Hawker/Dobson)**

That the Officer's Recommendation be adopted.

### **CARRIED**

### **Council meeting 15 September 2015 (Lake/Borg)**

That the Officer's Recommendation be adopted.

### **Council Resolution Minute Number 173**

That the Officer's Recommendation be adopted.

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## ATTACHMENT 1

### **DEBTORS SUMMARY 1 July 2015 to 31 July 2015**

DEBTOR TYPE/DESCRIPTION	ARREARS AT 30/06/2015	RAISED THIS PERIOD	RECEIVED THIS PERIOD	BALANCE AT 31/07/2015	% DEBT RATIO
Corporate Administration	283,692	276,854	220,656	339,890	16.10%
Abandoned Items	6,662	0	0	6,662	0.32%
Education and Care Services	23,282	0	4,571	18,710	0.89%
Community Bus	650	140	505	285	0.01%
Sportsground and Field Hire	64,409	62,814	48,198	79,025	3.74%
Government and other Grants	269,413	961,706	5,000	1,226,119	58.07%
Public Hall Hire	45,920	9,660	35,591	19,989	0.95%
Health Services	350	0	0	350	0.02%
Land and Building Rentals	600,388	121,897	595,250	127,036	6.02%
Healthy Lifestyles	7,550	50,231	55,201	2,580	0.12%
Library Fines and Costs	0	0	0	0	0.00%
Licence Fees	50,566	15,435	19,765	46,236	2.19%
Pool Hire	23,073	13,041	25,058	11,055	0.52%
Private Works	11,684	0	900	10,784	0.51%
Road and Footpath Restoration	110,814	9,548	65,579	54,783	2.59%
Shop and Office Rentals	20,819	29,448	21,061	29,206	1.38%
Various Sundry Items	100,722	58,430	47,987	111,164	5.26%
Waste Collection Services	89,427	61,567	83,906	67,088	3.18%
	<b>1,669,985</b>	<b>1,670,770</b>	<b>1,229,228</b>	<b>2,111,527</b>	<b>100%</b>

## ATTACHMENT 2

### AGEING OF SUNDRY DEBTOR ACCOUNTS - 31 July 2015

Description	Current Charges	Total 30 Days	Total 60 Days	Total 90+ Days	Balance Due
Corporate Administration	239,138	76,738	6,959	17,055	339,890
Abandoned Items	0	0	0	6,662	6,662
Education and Care Services	18,710	0	0	0	18,710
Community Bus	229	0	56	0	285
Sportsground and Field Hire	60,620	1,673	10,415	6,317	79,025
Government and other Grants	961,706	264,413	0	0	1,226,119
Public Hall Hire	2,012	1,545	2,265	14,167	19,989
Health Services	0	0	0	350	350
Land and Building Rentals	31,828	958	933	93,316	127,036
Healthy Lifestyles	2,037	66	66	411	2,580
Licence Fees	15,012	7,624	6,615	16,985	46,236
Pool Hire	9,359	158	108	1,430	11,055
Private Works	0	0	0	10,784	10,784
Road and Footpath Restoration	10,625	42,693	1,313	152	54,783
Shop and Office Rentals	18,341	7,159	3,705	0	29,206
Various Sundry Items	22,058	11,488	6,568	71,050	111,164
Waste Collection Services	61,237	5,851	0	0	67,088
	<b>1,413,479</b>	<b>420,367</b>	<b>39,004</b>	<b>238,678</b>	<b>2,111,527</b>
					<b>233,126</b>
					<b>Previous Month 90+ days</b>
					17,037
					6,662
					0
					0
					7,834
					0
					2,895
					350
					93,294
					1,684
					19,060
					1,437
					11,684
					252
					0
					70,938
					0

### **3.4 Expenditure Allocation Revote**

#### **Reporting Officer**

Manager Financial Services

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#### **Attachments**

Listing of recommended revote of works from 2014-2015 financial year (contained within this report)

#### **Purpose**

To advise Council of the revote of funds for works incomplete by 30 June 2015.

#### **Report**

In accordance with the *Local Government Act 1993*, all expenditure authorisations lapse at the end of each financial year. There were a number of works where contracts had been let, or where Council staff had commenced the work prior to the end of June 2015. These works were within Council's budget for 2014-2015 and require a revote of funds to enable completion in 2015-2016.

Following discussions with senior staff from each Division, a list of works where a funding revote has been requested is submitted for Council's consideration.

The total funds required from 2014-2015 are \$30,636,946 compared to \$8,894,246 revoted from 2013-2014 and \$9,360,135 revoted from 2012-2013. This year's revote request is higher than previous years, mainly due to several significant grant funded projects which have commenced but were incomplete at year end. The circumstances of the revoted funds this year are detailed below.

Major projects which were unfinished at the end of the financial year:

- St Helens Park skate park
  - Animal Care Facility refurbishment
  - Leisure Centre projects
  - Asset Services road and bridge works
  - Building refurbishment works
  - Emergency Services security upgrade
  - S94 works
  - Playground refurbishments projects
  - Flood mitigation works
  - Stormwater management projects
  - Major/minor works program
  - ANZAC commemorative program.
-



Large grants/contributions being received late in the year or unexpended at year end:

- Waste Performance Improvement Program
- sport and recreation projects
- Community Options projects
- Arts Centre grant funded projects
- major works project
- community safety projects
- MACROC Regional Waste Strategy.

The Land Acquisition project is yet to commence.

The sources of funding for the revoted funds are as follows:

• revenue (committed works reserve)	\$4,766,536
• other reserve funds	\$2,505,624
• loans	\$2,545,045
• grants	\$18,671,515
• contributions	\$2,148,226

In accordance with the terms and conditions of the source of funding, all funds must be expended on the project that they were originally allocated to. A number of minor projects were not completed at the end of the financial year, however have now been finalised or are nearing completion.

Details of the major projects are outlined below.

#### **Economic Development Program - \$100,000**

As Council would be aware there is a renewed focus on the economic development of the Campbelltown area with significant opportunities arising in the near future. The Director of Planning has been seconded to oversee this area. This amount will enable the progression of plans, strategies and activities required in the 2015-2016 financial year.

#### **Animal Care Facility refurbishment - \$300,000**

During the March 2015 financial review process an amount of \$300,000 was allocated to the refurbishment of the Animal Care Facility for various improvement and capital works. Due to the requirement to obtain prior development consent and seek public quotations, works were not able to be completed during last financial year. These requirements have now been addressed and works are currently underway.

#### **Development technical support - \$129,500**

Development Services have a significant amount of data stored on dated technology medium such as microfiche. This technology is approaching its end of useful life and to enable future access to this data it needs to be digitised. The funding for this work was not included in the original budget. The section has taken advantage of the favourable result in the Development Assessment Unit to allocate these funds for revote.

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### **Environmental projects - \$190,430**

This revote is for a number of studies that have commenced and have not been completed including:

- **Koala Plan of Management and Koala Linkages \$42K**  
Grant funds for improving urban koala habitat linkages and community stewardship of Smiths Creek in Ruse were received late in the financial year. The funding is available until March 2016 and works are underway.
- **Noorumba Reserve Project \$109K**  
Grant funds for the rehabilitation of Menangle Creek riparian corridor have been received from the Department of Trade and Investment under the Regional Infrastructure and Services program. In addition, income from fines received from a developer for the clearing of vegetation at a property within the suburb of Gilead will also be utilised on the project which is due for completion in November 2015.

### **Waste Performance Improvement Program - \$1,805,303**

Council has received funding from the NSW Government's Waste and Sustainability Improvement Payments (WaSIP) Scheme in previous years. The funding is conditional on the approval of an action plan of works by the Office of Environment and Heritage. These funds are required for the ongoing implementation of projects which are considered to provide significant benefits to Council and the community in the areas of energy and water reduction, environmental restoration, climate change, sustainable transport and sustainable purchasing. Projects are multi-year and continue to be implemented, facilitated by Council's Sustainability Committee.

In addition, grant funds were received during the year under the Better Waste Recycling fund (Waste Less Recycle More), which will be expended on projects aiming to reduce the amount of waste going to landfill.

### **Education and Care projects - \$208,722**

There are two ongoing grant funded programs within the Education and Care Services Section which had unexpended funds at the end of the financial year. They are the Child and Family Centre and the Mobile Toy and Book Library. Revoted funds will be expended on the operations of the programs.

Education and Care Services also received grant funding for a long day care professional development program. This is a three year program and funds will be expended over this period.

### **Community Options Programs - \$190,285**

The Macarthur Community Options Service provides aged and disability services that are funded by the State and Federal governments. These funds are mainly for ongoing services plus remaining surplus from previous years. The funding will be spent on additional clients and on costs to support the services until expended.

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### **Arts Centre Programs - \$375,933**

The Arts Centre receives much of its grant funding on a calendar year basis, and depending on the timing of expenditure, there will be unspent funds that will need to be expended in the first half of the next financial year. These grant funded programs include the Music, Education, Theatre and Dance programs.

### **Leisure Services projects - \$1,081,750**

The Leisure Services Section has several projects either underway or yet to commence. These include refurbishment works at the Gordon Fetterplace Swimming Centre and the Macquarie Fields Swimming Centre, minor equipment purchases at the pools, capital purchases for the Minto basketball Stadium and Campbelltown Sports Ground as well as funds revoted for various strategic master plans including sport and recreation and play spaces.

### **Department of Sport & Recreation projects - \$1,932,033**

Council allocates funds each year to match anticipated grant funding in regards to the various Sport and Recreation grant programs. Several of these projects are committed and due for completion in the 2016 financial year, these include Fullwood Reserve, Milton Park and Jackson Park amenities, cloud master systems at various reserves, Rosemeadow Playing Fields lighting and Lynwood Park synthetic turf. Also some of the grant applications in previous years have not been successful resulting in restricted Council funds.

Council has received a number of requests from sporting groups regarding improvements required to amenities buildings. Council is currently assessing and prioritising Council's amenities buildings for upgrades in accordance with asset management requirements. The unallocated funds from previous projects would be retained for use in these improvements.

### **Building Assets Maintenance projects - \$542,297**

There were a number of works that were delayed, deferred or incomplete for various reasons during the 2014-2015 financial year. These works include:

- Bradbury Oval amenities refurbishment
- Milton Park amenities refurbishment
- Lynwood Park amenities refurbishment
- Cinema complex fire and essential services.

The majority of these works have either been completed or will be completed by September 2015.

### **Assets Services projects - \$720,831**

There were a number of works that were delayed or deferred for various reasons during the 2014-2015 financial year. These works include:

- bridge maintenance program
- culvert maintenance program
- parks maintenance program
- urban road reconstruction program.

The majority of these works have either been completed or will be completed by November 2015.

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### **Emergency Services project - \$303,000**

Council's security system is being upgraded to enable a single system across all of Council's buildings and sites. Works had commenced in the last financial year, however additional funds are required to complete the project. The section has taken advantage of a favourable result in the Property Management function to allocate these funds for revote.

### **St Helens Park Skate Park - \$561,325 (Section 94 funds)**

Section 94 funds have been restricted for the completion of the skate park at St Helens Park. The works have been delayed pending confirmation of the recommended site. Council has now determined the location in St Helens Park. A development application has been lodged with Planning. Works are underway with completion expected in 2015-2016.

### **Section 94 projects - \$351,100 (Section 94 funds)**

Section 94 funds have been restricted for the completion of the Noorumba Reserve walking track and works at John Kidd reserve in Blair Athol. These works will finalise the Section 94 plans for these districts. Works are underway with completion expected in 2015-2016.

### **Playground equipment - \$720,000**

Funds were allocated as part of the Renew-Connect-Revitalise program for the rejuvenation of the playground facilities in the Campbelltown area. The rollout of the program commenced late in the financial year after extensive consultation and design works. The remaining works are well underway with completion expected in 2015-2016.

### **Flood mitigation works/drainage - \$241,536**

In previous budgets Council received funds from the State and Federal Governments under the Flood Mitigation Program. These funds in combination with contributions from Council were utilised to undertake flood mitigation capital works in flood prone areas. The program has been on hold for several years and these funds were the balance of the program that was unspent at the time. Now that the flood studies have been completed, it is anticipated that there will be further flood mitigation works required. These funds will be expended as part of the next round of works.

### **Stormwater Management projects - \$339,708**

Funds are for the completion of various stormwater re-use and recycling schemes. A works program is in place for the balance of funds which were received in 2014-2015 and will be spent in accordance with Council's Operational Plan.

### **Major Works Program - \$17,332,590**

The majority of surplus funds from within the major works program are for the completion of the following projects:

- Eagle Vale Drive upgrade (grant funded)
  - Beverley Road extension
  - Traffic study – Ingleburn CBD
  - Design, plans and tender specifications for Broughton Street rail overbridge
  - Design, plans and tender specifications for Badgally Road (Eagle Vale Drive to Farrow Road).
-



**Minor Works Program - \$307,079**

Funds are for a variety of safety and amenity projects, including footpath baulks, solar lighting upgrades, bus shelter program, city signage programs and traffic facilities.

**Land Acquisition - \$1,406,583**

These funds were included in previous budgets to fund various land purchases. The funds will be expended as opportunities arise for land acquisition. Council is currently negotiating with land owners regarding acquisition opportunities.

**Community Safety projects - \$354,949**

The bulk of this revote is grant funds that have been received to implement a CCTV security system in the Campbelltown and Ingleburn centres. The project is currently trialling different CCTV cameras and management systems with main CCTV installation to commence in the coming months.

**Anzac Commemorative Program - \$202,500**

An amount of \$285,000 was allocated in the 2014-2015 budget to fund various works and events to commemorate the 100 year anniversary of World War 1. The program of events is spread over a four year period. This revote is to fund memorial works at Mawson and Milton Parks, as well as community events and commemorative videos.

**MACROC-Regional Waste Strategy - \$415,199**

MACROC received grant funds during the year under the Waste Less Recycle More program. The project will run over several years. The project has now commenced and an employee has been hired to oversee the project.

**Summary**

It should be noted that the major contributing projects to the revote total are subject to funding through grants and loans. The combination of these projects amounts to \$21.2m of the proposed \$30.6m carry over. The balance of \$9.4m represents approximately 6.2% of the total annual expenditure which is considered satisfactory.

**Officer's Recommendation**

That the works listed in the attachment, which were originally funded in the 2014-2015 budget and subsequent financial reviews, be reallocated for expenditure during 2015-2016.

**Committee's Recommendation: (Dobson/Borg)**

That the Officer's Recommendation be adopted.

**CARRIED**

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**Council meeting 15 September 2015 (Lake/Borg)**

That the Officer's Recommendation be adopted.

**Council Resolution Minute Number 173**

That the Officer's Recommendation be adopted.

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## ATTACHMENT 1



### Listing of Recommended Revote of Funds from 2014-2015 Financial Year

Cost Centre	Description	Funding Source					TOTAL
		Loans	Grants	Contribs	Reserves	Revenue	
1112	Economic Development	0	0	0	0	100,000	100,000
1125	Animal Care Facility	0	0	0	0	300,000	300,000
1215	Development Technical Support	0	0	0	0	129,500	129,500
1243	Environmental Projects	0	95,530	0	0	94,900	190,430
1255	Strategic Planning Projects	0	0	0	0	30,600	30,600
1361	Waste Performance Improvement Prog	0	846,620	958,683	0	0	1,805,303
1530	Children's Services Projects	0	208,722	0	0	0	208,722
1666	Community Options Programs	0	190,285	0	0	0	190,285
1730	Community Services Projects	0	0	43,786	0	0	43,786
1735	Youth Services Projects	0	5,000	10,587	0	0	15,587
1801	Arts Centre Programs	0	375,933	0	0	0	375,933
1920	Leisure Services Projects	0	0	0	20,000	1,061,750	1,081,750
1935	Department Sport & Recreation Projects	18,300	706,484	175,145	700,000	332,104	1,932,033
2240	Building Maintenance Projects	0	0	0	61,300	480,997	542,297
2235	Assets Services Projects	0	90,831	0	0	630,000	720,831
2320	RFS Hazard Reduction	0	10,000	0	0	0	10,000
2405	Emergency Services Project	0	0	0	0	303,000	303,000
2504	St Helens Park Skate Park	0	0	561,325	0	0	561,325
2828	Section 94 Projects	0	0	341,700	0	9,400	351,100
2915	Playground Equipment	0	0	0	0	720,000	720,000
2989	Land Acquisition	1,406,583	0	0	0	0	1,406,583
3010	Flood Mitigation Study	0	0	0	0	73,720	73,720
3025	Flood Mitigation & Drainage	139,008	102,528	0	0	0	241,536
3027	Stormwater Management	0	17,884	0	321,824	0	339,708
3040	Footpath Construction	58,200	0	0	0	0	58,200
3050	Major Works Program	615,875	15,251,550	0	1,200,000	265,165	17,332,590
3055	Minor Works Program	307,079	0	0	0	0	307,079
3063	Road Safety Officer Projects	0	0	57,000	0	0	57,000
3091	Community Safety Projects	0	354,949	0	0	0	354,949
3113	Anzac-Commemorative Program	0	0	0	202,500	0	202,500
3180	Community Events	0	0	0	0	81,600	81,600
3720	HR Project	0	0	0	0	35,000	35,000
3917	IM&T Software and Projects	0	0	0	0	38,800	38,800
4035	Performance Imp/Corp Planning	0	0	0	0	80,000	80,000
4150	Macro-Regional Waste Strategy	0	415,199	0	0	0	415,199
		2,545,045	18,671,515	2,148,226	2,505,624	4,766,536	30,636,946

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## 3.5 Financial Assistance Grant 2015-2016

### Reporting Officer

Manager Financial Services

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### Attachments

1. Letter from NSW Local Government Grants Commission dated 17 August 2015 (contained within this report)
2. extract from Schedule of Recommendations from NSW Local Government Grants Commission (contained within this report)

### Purpose

To provide a report outlining Council's allocation of Financial Assistance Grant Funding for 2015-2016.

### Report

Council received correspondence dated 17 August 2015 from the NSW Local Government Grants Commission advising of their recommendation for the allocation of the 2015-2016 Financial Assistance Grant. The grant is made up of two components; the General Purpose component and a Local Roads component and is paid to local councils under the provisions of the *Commonwealth Local Government (Financial Assistance) Act 1995*.

Although there are two separately identified grant components, the total funds are paid to Council as unconditional grants and therefore may be used for any purpose according to Council's local priorities. Council allocates the General Purpose component to fund various operational activities, however the Local Road component, is specifically allocated for the renewal of Council's local roads network.

### Financial Assistance Grant - History

Year	General Purpose \$	Local Roads \$	Total entitlement \$	Total entitlement % change	CPI/Pop adjustment \$	Total payments \$
2011-2012	8,482,244	1,525,895	10,008,139	0.31%	30,834	10,038,973
2012-2013	8,745,250	1,554,544	10,299,794	2.3%	(229,919)	10,069,875
2013-2014	8,744,340	1,610,313	10,354,653	0.12%	(12,782)	10,341,871
2014-2015	8,588,854	1,621,702	10,210,556	0.5%	58,664	10,269,220
2015-2016	8,311,948	1,616,785	9,928,733	0.11%	11,104	9,939,837

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As part of the 2014-2015 Federal Budget the Government announced that it “...will achieve savings of \$925.2 million over four years by pausing indexation of the Local Government Financial Assistance Grants Programme for three years commencing 1 July 2014.” Accordingly, there will be no further adjustments to the overall national funding pool for CPI and population growth until the 2017-2018 year. However, it is expected that there will be minor annual adjustments to the general purpose pool that take into account population share changes across jurisdictions. As per the advice from the NSW Local Government Grants Commission this pausing of indexation remains in place. The NSW Local Government Grants Commission also advised that the first two instalments of the 2015-2016 financial assistance grants will be brought forward, with the balance of the funds to be paid in quarterly instalments.

The general purpose component has decreased by \$276,906 from the 2014-2015 year. This is due to this component of the grant being allocated to the States on a population basis, and population growth in NSW is below the national average. Combined with the pause in indexation, it is anticipated the NSW share of the general purpose component grant will decrease over the next three years. NSW will continue to receive its 29% fixed share of the local roads component.

The CPI and population estimates used by the Commonwealth to determine 2014-2015 grants varied from the actual results. This resulted in an underpayment occurring for the amount paid to NSW in 2014-2015. The underpayment amounted to \$657.7k for the general purpose component and an overpayment of \$3.2k for the local roads component. The adjustments are made across the 2015-2016 quarterly instalments and amount to \$11,104 for Campbelltown City Council.

Details of the amount allocated to Council for the 2015-2016 Financial Assistance Grant as compared to budget are shown in the table below:

<b>Component</b>	<b>General Purpose \$</b>	<b>Local Roads \$</b>	<b>Total \$</b>
2015-2016 entitlement	8,311,948	1,616,785	9,928,733
2014-2015 CPI adjustment	11,129	(25)	11,104
<b>TOTAL</b>	<b>8,323,077</b>	<b>1,616,760</b>	<b>9,939,837</b>
2015-2016 budget	8,750,000	1,621,700	10,371,700
Adjustment required	(426,923)	(4,940)	(431,863)

The table above reflects a reduced amount of \$431,863 in the 2015-2016 Financial Assistance Grant as compared to the original budget. This adjustment will be subject to a further report in the September Quarterly Financial Review.

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**Officer's Recommendation**

1. That the information be noted.
2. That the 2015-2016 Financial Assistance Grant budget be adjusted in the September 2015 quarterly review.

**Committee's Recommendation: (Hawker/Kolkman)**

That the Officer's Recommendation be adopted.

**CARRIED**

**Council meeting 15 September 2015 (Lake/Borg)**

That the Officer's Recommendation be adopted.


**Council Resolution Minute Number 173**

That the Officer's Recommendation be adopted.

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## ATTACHMENT 1

Strengthening local government



**Local Government  
Grants Commission**

5 O'Keefe Avenue NOWRA NSW 2541  
Locked Bag 3015 NOWRA NSW 2541

Our Reference: A427621  
Your Reference:  
Contact: Bruce Wright  
Phone: 02 4428 4132

AUG20'15 08:05:52 RCVD

Mr Paul Tosi  
General Manager  
Campbelltown City Council  
PO Box 57  
CAMPBELLTOWN NSW 2560

17 August 2015

Dear Mr Tosi

The NSW Minister for Local Government, the Hon Paul Toole MP and the Deputy Prime Minister and Minister for Infrastructure and Regional Development, the Hon Warren Truss MP, have approved the Grants Commission's recommendations for the 2015-16 financial assistance grants.

The 2015-16 estimated entitlement for Campbelltown City Council is \$9,928,733. This consists of two components:

- a general purpose component of \$8,311,948
- a local roads component of \$1,616,785.

The local roads component consists of a population and local road length formula amount of \$1,484,418 and a bridge length formula amount of \$132,367.


The total grant is a general purpose grant with no conditions attached to the expenditure of these funds.

Campbelltown City Council's payments for 2015-16 are made up of the 2015-16 estimated entitlement of \$9,928,733 **less** an advance payment of \$5,102,099, which was paid to Council on 1 July 2015 **plus** an adjustment for 2014-15. The 2014-15 adjustment for Campbelltown City Council amounts to \$11,104, being made up of \$11,129 for the general purpose component **less** \$25 for the local roads component. The adjustment is necessary because of a determination by the Federal Treasurer of the *final factor* for the 2014-15 grants, as required under the provisions of the *Local Government (Financial Assistance) Act 1995* (Cwlth).

The grant payments for Campbelltown City Council, which total \$4,837,738, are made up of \$4,031,829 for the general purpose component and \$805,909 for the local roads component, will be paid by way of instalments as set out below:

<u>Date</u>	<u>Amount</u>
<b>Not before</b> 18 August 2015	: \$1,209,434.50
<b>Not before</b> 17 November 2015	: \$1,209,434.50
<b>Not before</b> 16 February 2016	: \$1,209,434.50
<b>Not before</b> 17 May 2016	: \$1,209,434.50

T 02 4428 4132 F 02 4428 4199 TTY 02 4428 4209  
E [grants@dlg.nsw.gov.au](mailto:grants@dlg.nsw.gov.au)  
W <http://www.dlg.nsw.gov.au> (follow the "Commissions & Tribunals" links)



You are reminded that as part of the 2014-15 Federal Budget the Government announced that it *"...will achieve savings of \$925.2 million over four years by pausing indexation of the Local Government Financial Assistance Grants Programme for three years commencing 1 July 2014."* Accordingly, there will be no changes to the overall national funding pool for CPI and population growth until the 2017-18 year.

It should be noted that the general purpose component of the grants is allocated to the States on a population basis. This will mean the NSW share of the general purpose component grant is expected to decrease during the period of paused indexation because population growth in NSW is expected to be below the national average.

NSW will continue to receive its 29% fixed share of the local roads component.

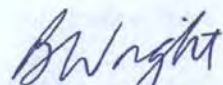
The grants to individual councils will continue to fluctuate during this period as the Grants Commission makes its annual assessment of relative need in the context of declining funding levels. Accordingly, councils are urged to exercise caution with their financial assistance grants budget forecasts.

A Grants Commission circular (GC 141) has been e-mailed to Council showing a schedule of councils' grant entitlements for 2015-16, together with background information about the grants. Further information is available from the Grants Commission's web site at [www.olg.nsw.gov.au](http://www.olg.nsw.gov.au) (follow the "Commissions & Tribunals" links).

Should you require any further information please contact me on (02) 4428 4132 or by email at [bruce.wright@olg.nsw.gov.au](mailto:bruce.wright@olg.nsw.gov.au).

I trust this information is of assistance.

Yours sincerely



**Bruce Wright**  
Executive Officer



# ATTACHMENT 2

## NSW LOCAL GOVERNMENT GRANTS COMMISSION 2015-16 FINANCIAL ASSISTANCE GRANTS - SCHEDULE OF RECOMMENDATIONS

Council	Estimated Entitlement 2015-16 (Including Bring Forward)		Advance Payment Paid to LGs 1 July 2015		Estimated Entitlement 2015-16 (Est Entit't less Advance)		+/- Adjustment 2014-15		Balance of Payments for 2015-16	
	General Purpose	Local Roads	General Purpose	Local Roads	General Purpose	Local Roads	General Purpose	Local Roads	General Purpose	Local Roads
Albury (C)	\$4,834,458	\$1,272,184	\$2,465,542	\$631,294	\$2,368,916	\$640,890	\$6,394	(\$20)	\$2,375,310	\$640,870
Armidale Dumaresq	\$2,615,454	\$1,392,708	\$1,328,289	\$697,558	\$1,287,165	\$695,150	\$3,445	(\$22)	\$1,290,610	\$695,128
Ashfield	\$901,032	\$293,566	\$467,142	\$147,917	\$433,890	\$145,649	\$1,212	(\$5)	\$435,102	\$145,644
Auburn (C)	\$2,752,676	\$598,480	\$1,445,831	\$298,743	\$1,306,845	\$299,737	\$3,750	(\$9)	\$1,310,595	\$299,728
Ballina (S)	\$2,568,922	\$1,259,286	\$1,218,089	\$629,722	\$1,350,833	\$629,564	\$3,159	(\$20)	\$1,353,992	\$629,544
Bairnald (S)	\$2,233,124	\$1,229,211	\$1,031,346	\$614,625	\$1,201,778	\$614,586	\$2,675	(\$19)	\$1,204,453	\$614,567
Bankstown (C)	\$5,130,991	\$1,509,322	\$2,695,031	\$755,271	\$2,435,960	\$754,051	\$6,989	(\$24)	\$2,442,949	\$754,027
Bathurst Regional	\$4,329,786	\$1,862,733	\$2,208,702	\$928,711	\$2,121,084	\$934,022	\$5,728	(\$29)	\$2,126,812	\$933,993
Bega Valley (S)	\$4,852,948	\$1,821,257	\$2,453,317	\$911,634	\$2,399,631	\$909,623	\$6,363	(\$28)	\$2,405,994	\$909,595
Bellingen (S)	\$2,487,103	\$851,785	\$1,244,378	\$425,761	\$1,242,725	\$426,024	\$3,227	(\$13)	\$1,245,952	\$426,011
Berrigan (S)	\$3,018,620	\$1,276,662	\$1,509,998	\$638,172	\$1,508,622	\$638,490	\$3,916	(\$20)	\$1,512,538	\$638,470
Blacktown (C)	\$14,752,240	\$3,075,813	\$7,748,550	\$1,527,221	\$7,003,690	\$1,548,592	\$20,094	(\$48)	\$7,023,784	\$1,548,544
Bland (S)	\$4,058,797	\$2,743,785	\$1,914,652	\$1,372,643	\$1,444,145	\$1,371,142	\$4,966	(\$43)	\$2,149,111	\$1,371,099
Blayney (S)	\$1,617,154	\$786,981	\$803,220	\$393,574	\$813,934	\$393,407	\$2,083	(\$12)	\$816,017	\$393,395
Blue Mountains (C)	\$6,807,575	\$1,319,214	\$3,426,961	\$663,533	\$3,380,614	\$655,681	\$8,888	(\$21)	\$3,389,502	\$655,660
Bogan (S)	\$2,144,818	\$1,315,745	\$1,004,197	\$657,972	\$1,140,621	\$657,773	\$2,604	(\$21)	\$1,143,225	\$657,752
Bombala	\$1,180,210	\$668,380	\$579,345	\$334,361	\$600,865	\$334,019	\$1,502	(\$10)	\$602,367	\$334,009
Boronia	\$951,368	\$608,911	\$461,543	\$304,374	\$489,825	\$304,537	\$1,197	(\$9)	\$491,022	\$304,528
Botany Bay (C)	\$905,972	\$290,063	\$444,500	\$143,999	\$461,472	\$146,064	\$1,153	(\$4)	\$462,625	\$146,060
Bourke (S)	\$3,257,015	\$1,771,651	\$1,488,880	\$886,386	\$1,768,135	\$885,265	\$3,861	(\$28)	\$1,771,996	\$885,237
Brewarrina (S)	\$2,138,491	\$1,213,607	\$972,981	\$607,163	\$1,165,510	\$606,444	\$2,523	(\$19)	\$1,168,033	\$606,425
Broken Hill (C)	\$3,884,491	\$481,299	\$2,014,111	\$241,894	\$1,870,380	\$739,405	\$5,223	(\$8)	\$1,875,603	\$739,397
Burwood	\$730,031	\$248,292	\$362,422	\$124,149	\$367,609	\$124,143	\$940	(\$4)	\$368,549	\$124,139
Byron (S)	\$1,611,415	\$1,161,282	\$727,380	\$570,686	\$884,035	\$590,596	\$1,886	(\$18)	\$885,921	\$590,578
Cabonne	\$2,486,573	\$1,972,802	\$1,242,115	\$987,027	\$1,244,458	\$985,775	\$3,221	(\$31)	\$1,247,679	\$985,744
Camden	\$2,121,789	\$1,048,117	\$1,034,556	\$508,974	\$1,087,233	\$539,143	\$2,683	(\$16)	\$1,089,916	\$539,127
Campbelltown (C)	\$8,311,948	\$1,616,785	\$4,291,248	\$810,851	\$4,020,700	\$805,934	\$11,129	(\$25)	\$4,031,829	\$805,909
Canada Bay (C)	\$1,771,365	\$596,667	\$871,771	\$296,953	\$899,594	\$299,714	\$2,261	(\$9)	\$901,855	\$299,705
Canterbury (C)	\$4,053,230	\$1,005,824	\$2,128,942	\$505,516	\$1,924,288	\$500,308	\$5,521	(\$16)	\$1,929,809	\$500,292
Carrahoon (S)	\$3,001,771	\$2,141,708	\$1,379,151	\$1,071,228	\$1,622,620	\$1,070,480	\$3,577	(\$33)	\$1,626,197	\$1,070,447
Central Darling (S)	\$3,193,569	\$1,480,324	\$1,471,050	\$740,459	\$1,722,519	\$739,865	\$3,815	(\$23)	\$1,726,334	\$739,842
Cessnock (C)	\$5,293,003	\$1,594,000	\$2,689,903	\$800,874	\$2,603,100	\$793,126	\$6,976	(\$25)	\$2,610,076	\$793,101
Clarence Valley	\$7,080,228	\$3,056,823	\$3,563,599	\$1,532,498	\$3,516,629	\$1,524,325	\$9,242	(\$48)	\$3,525,871	\$1,524,277
Cobar (S)	\$3,448,851	\$1,606,427	\$1,618,021	\$803,006	\$1,830,830	\$803,421	\$4,196	(\$25)	\$1,835,026	\$803,396
Collis Harbour (C)	\$4,890,076	\$1,965,764	\$2,489,088	\$982,889	\$2,400,988	\$982,875	\$6,455	(\$31)	\$2,407,443	\$982,844
Conargo (S)	\$1,527,473	\$1,163,121	\$740,038	\$574,675	\$787,435	\$588,446	\$1,919	(\$18)	\$789,354	\$588,428
Coolamon (S)	\$2,032,172	\$1,212,369	\$980,273	\$606,304	\$1,051,899	\$606,065	\$2,542	(\$19)	\$1,054,441	\$606,046
Cooma-Monaro (S)	\$2,529,119	\$1,059,111	\$1,257,813	\$529,314	\$1,271,306	\$529,797	\$3,262	(\$17)	\$1,274,568	\$529,780
Coonamble (S)	\$2,202,143	\$1,375,212	\$1,066,385	\$687,992	\$1,135,758	\$687,220	\$2,766	(\$21)	\$1,138,524	\$687,199

**4. HUMAN RESOURCES**

**No reports this round**

**5. INFORMATION MANAGEMENT AND TECHNOLOGY**

**No reports this round**

**6. GENERAL BUSINESS**

Nil.

**23. CONFIDENTIAL ITEMS**

**No reports this round**

There being no further business the meeting closed at 5.48pm.

P Lake  
CHAIRPERSON

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