



# ORDINARY MEETING OF COUNCIL

## Agenda

Tuesday, 24 February 2015 at 7:00 pm

## **CONFLICTS OF INTEREST**

A conflict of interest arises when Councillors or Council staff are influenced, or are seen to be influenced, in carrying out their duties by personal interests. Conflicts of interest can be pecuniary or non-pecuniary in nature.

A pecuniary interest is an interest that a person has in a matter because of a reasonable likelihood or expectation of a financial gain.

A non-pecuniary interest can arise as a result of a private or personal interest which does not relate to money. Examples include friendship, membership of an association or involvement or interest in an activity.

Any councillor or staff member who considers they may have a conflict of interest should read Council's Code of Conduct policy.

The responsibility of determining whether or not a Councillor or Council employee has a pecuniary or non-pecuniary interest in a matter, is the responsibility of that individual. It is not the role of Council's Mayor, General Manager, nor other Councillor nor another Council employee to determine whether or not a person may have a conflict of interest.

Should you be unsure as to whether or not you have a conflict of interest you should err on the side of caution and either declare a conflict of interest or, you should seek the advice of the Director General of Local Government. The contact number for the Director General of Local Government is 02 4428 4100.

## **COUNCIL CODE OF CONDUCT**

The Council Code of Conduct is a requirement of section 440 of the Local Government Act 1993. The Code of Conduct sets the minimum requirements of conduct for council officials in carrying out their functions.

The Code of Conduct has been developed to assist council officials to:

- understand the standards of conduct that are expected of them
- enable them to fulfil their statutory duty to act honestly and exercise a reasonable degree of care and diligence (section 439)
- act in a way that enhances public confidence in the integrity of local government.

Councillors, administrators, members of staff of council, independent conduct reviewers, members of council committees including the conduct review committee and delegates of the council must comply with the applicable provisions of council's code of conduct in carrying out their functions as council officials. It is the personal responsibility of council officials to comply with the standards in the code and regularly review their personal circumstances with this in mind.

Failure by a councillor to comply with the standards of conduct prescribed under this code constitutes misconduct for the purposes of the Act. The Act provides for a range of penalties that may be imposed on councillors for misconduct, including suspension or disqualification from civic office.

Council's Code of Conduct is available for viewing on Council's website.

## STAFF RESPONSIBILITY AND REPORT AUTHOR CODES

### REPORT AUTHORS

<b>POSITION</b>	<b>NAME</b>	<b>CODES</b>
General Manager	Brett Stonestreet	GM
Manager Executive Services	Shireen Donaldson	MES
Public Officer/Right to Information Officer	Shireen Donaldson	MES
Director Business, Cultural & Financial Services	Max Turner	DBCFC
Director Utilities	Graham Gordon	DU
Director Infrastructure and Operations	Dallas Bibby	DIO
Director Sustainable Development	Neil Southorn	DSD
Governance Coordinator	Wendy Krzus	GC
Compliance Coordinator	Michael Toohey	CC
Finance Manager	Vanessa Edwards	FM
Tourism & Economic Development Manager	Greg Lawrence	TEDM
Engineering Design & Approvals Manager	Joe Rizzo	EDAM
Planning & Environment Manager	Carel Potgieter	PEM
Coordinator Landuse Planning and Compliance	Kelly McNicol	LPC
Senior Development Assessment Planner	Stephen Parisotto	SDAP
Principal Planner (UDSP)	Peter Badenhorst	PPUDSP
Development Assessment Planner	Linden Foster	DAP
Building Certification Coordinator	Vacant	BCC
Environment, Health & Sustainability Coordinator	Fiona de Wit	EHSC
Environment Planner	Joanne Tarbit	EP
Corporate Property Officer	Daphne Bruce	CPO
Parks & Gardens Manager	Peter Craig	PGM
Works Manager - Maintenance	Manjit Chugha	WMM
Works Manager - Construction	Shree Shrestha	WMC
Senior W&S Engineer - Operations	Steven Oosthuysen	SWSE
Asset Management Coordinator	Andrew Keith	AMC
Library Manager	Pam Young	LM1
Library Manager	Christine Del Gigante	LM2
Griffith Regional Theatre & Art Gallery Manager	Sarah Boon	GRTAG
Data Information Officer	Wendy Vaccari	DIO
Economic Development Coordinator	Nicola James	EDC
Fleet & Depot Manager	Steve Croxon	FDM

**Code of Meeting Practice adopted 27 January 2015 Minute No: 15/010**

**QUESTION TIME**

**33. Questions may be put to Councillors and Council employees**

33.1 A Councillor:

- (a) may, through the Chairperson, put a question to another Councillor; and
- (b) may, through the Chairperson and the General Manager, put a question to a Council employee.

33.2 However, a Councillor or Council employee to whom a question is put is entitled to be given reasonable notice of the question and, in particular, sufficient notice to enable reference to be made to other persons or to documents.

33.3 The Councillor must put every such question directly, succinctly and without argument.

33.4 The Chairperson must not permit discussion on any reply or refusal to reply to a question put to a Councillor or Council employee under this clause

33.5 Normally if a person to whom a question is put does not answer the questions at that meeting or during that meeting, they should do so at the next meeting, or alternatively via direct communication (e.g. letter, e-mail, telephone call etc) with the person asking the question. The Councillors will be provided with a copy of the response via Council's information sheet.

33.6 No resolutions are to be put at the meeting as a result of the questions raised unless the matter is raised under the provisions of Subclause 34.1 - Questions without Notice

33.7 Nothing in this subclause effects questions being asked, with the leave of the Chairperson, relevant to any matter under discussion at a meeting.

**PUBLIC PARTICIPATION AT MEETINGS**

**70. Public Participation at Meetings**

70.1 Questions or addresses from the public gallery:

- (a) Must be in respect to matters on the meeting agenda
- (b) Must have prior approval from the Mayor

70.2 Members of the public can request to address the Council on matters on the Agenda. Notice of this must be given no later than 12.00 noon on the day of the meeting.

70.3 Any requests for detailed information regarding an item on the Council meeting agenda must be submitted by 12.00 noon of the day of the meeting.

70.4 If approval is granted by the Chairperson, the applicant (or one person representing a group or organisation); or if there are opposing views, up to two speakers representing each viewpoint, are permitted to address that meeting at the time specified by the Chairperson; except that the Chairperson, at their discretion, may permit the immediate consideration by the Council or the Committee in relation to an urgent matter.

70.5 When addressing the Council, any person is required to observe the same standards required by a Councillor. Specifically, he or she must:

- (a) Obey the direction of the Chairperson
- (b) Not use any behaviour or language inconsistent with good order and decorum
- (c) Not make personal reflections or impute improper motives to councillors or staff.



**ORDINARY MEETING OF GRIFFITH CITY COUNCIL  
TO BE HELD IN THE COUNCIL CHAMBERS, GRIFFITH ON  
24 FEBRUARY 2015 AT 7.00 PM**

Griffith City Council  
PO Box 485  
GRIFFITH NSW 2680

Mayor and Councillors:

**NOTICE OF MEETING**

I have to inform you that an **ORDINARY MEETING** of the Council will be held in the **Council Chambers, Griffith** at **7.00 pm** on **TUESDAY, 24 FEBRUARY 2015**.

The agenda for the meeting is:

- 1 Acknowledgement and Council Prayer
  - 2 Apologies
  - 3 Confirmation of Minutes
  - 4 Matters Arising from the Minutes
  - 5 Declarations of Interest
  - 6 Presentations
  
  - 7 Mayoral Minutes
  
  - 8 General Manager's Report
- 
- |      |     |  |
|------|-----|--|
| CL01 | p13 | Licence Agreement for Area 6 Dalton Park - John & Rhonda Lee   |
| CL02 | p18 | Second Quarter Performance Report 2014/15 - Budget Review and Operational Plan Incorporating the December Delivery Program Progress Report |
| CL03 | p25 | Revocation of Alcohol Free Zone in Griffith Memorial Gardens for Easter Saturday, 4 April 2015   |
| CL04 | p37 | Outcomes of Customer Focus Review  |
| CL05 | p55 | Interest Free Loan for Griffith Regional Art Gallery Air-Conditioner Replacement   |
| CL06 | p58 | GRALC Gymnasium Report   |

9 Information Reports

CL07 p62 Possible Future Use of the Griffith Transit Centre

10 Adoption of Committee Minutes

p64 Minutes of the Festival of Gardens Committee Meeting held on  
5 February 2015

p68 Minutes of the Transport Committee Meeting held on 9 February 2015

p73 Minutes of the Traffic Committee Meeting held on 10 February 2015

p77 Minutes of the Griffith Local Emergency Management Committee held  
on 10 February 2015

11 Business with Notice - Rescissions Motions

12 Business with Notice - Other Motions

13 Question Time

14 Outstanding Action Report

15 Matters to be dealt with by Closed Council

Yours faithfully

**BRETT STONESTREET  
GENERAL MANAGER**



**MINUTES OF THE ORDINARY MEETING HELD IN THE COUNCIL CHAMBERS, GRIFFITH ON 10 FEBRUARY 2015 COMMENCING AT 7.00 PM**

**PRESENT**

The Mayor, John Dal Broi in the Chair; Councillors Alison Balind, Pat Cox, Simon Croce, Doug Curran, Bill Lancaster, Anne Napoli, Mike Neville, Paul Rossetto, Christine Stead, Leon Thorpe and Dino Zappacosta.

**STAFF PRESENT**

General Manager, Brett Stonestreet; Director Infrastructure and Operations, Dallas Bibby; Director Sustainable Development, Neil Southorn; Director Utilities, Graham Gordon; Director Business, Cultural & Financial Services, Max Turner; Manager Executive Services, Shireen Donaldson and Minute Secretary, Wendy Krzus.

**MEDIA**

Ben Jaffrey, The Area News

The Meeting opened with Councillor Napoli reading the Council prayer and the Acknowledgment of Country.

**PROCEDURAL MATTERS**

**APOLOGIES**

There were no apologies.

**CONFIRMATION OF THE MINUTES OF THE ORDINARY MEETING OF COUNCIL HELD 27 JANUARY 2015**

15/028

**RESOLVED** on the motion of Councillors Thorpe and Neville that the minutes of the Ordinary Meeting of Council held in the Council Chambers, Griffith on 27 January 2015, having first been circulated amongst all members of Council, be confirmed.

**BUSINESS ARISING FROM THE ORDINARY MEETING OF COUNCIL HELD 27 JANUARY 2015**

There was no business arising.

## **DECLARATIONS OF INTEREST**

### **SPECIAL DISCLOSURE OF PECUNIARY INTEREST**

The following Councillors declared special disclosures of pecuniary interest in relation to CL01 Planning Proposal - Amendment No. 1 - Griffith Local Environmental Plan 2014:

Councillor Alison Balind  
Councillor Pat Cox  
Councillor Simon Croce  
Councillor Doug Curran  
Councillor John Dal Broi  
Councillor Bill Lancaster  
Councillor Mike Neville  
Councillor Paul Rossetto  
Councillor Christine Stead  
Councillor Dino Zappacosta

### **COUNCILLOR PECUNIARY INTERESTS**

***Councillors making a pecuniary declaration are required to leave the meeting during consideration and not return until the matter is resolved.***

Councillor Anne Napoli - CL01 - Planning Proposal - Amendment No. 1 - Griffith Local Environmental Plan 2014

Reason: Councillor Napoli has previously declared a Pecuniary Interest and has done so again to ensure continuity and transparency in this matter.

Councillor Leon Thorpe - CL01 - Planning Proposal - Amendment No. 1 - Griffith Local Environmental Plan 2014

Reason: Councillor Thorpe has matters relating to LEP zoning and property ownerships.

Councillor Dino Zappacosta - Minutes of the Business Development & Major Projects Committee Meeting - Clause 05

Reason - A member of Councillor Zappacosta's family is involved in a similar freight terminal.

## **PRESENTATION**

15/029

**RESOLVED** on the motion of Councillors Stead and Napoli that standing orders be suspended to allow the Mayor and Mr Lou Testoni from the Sports Council to present the Team of the Year Nomination for West Griffith Soccer Under 18's Boys to Mr Steven Perlowski - President of the West Griffith Soccer Team.

15/030

**RESOLVED** on the motion of Councillors Stead and Neville that standing orders be resumed.

**GENERAL MANAGER'S REPORT**

Councillors Napoli and Thorpe, having declared a pecuniary conflict of interest vacated the Chamber, the time being 7.08 pm.

**CL01 PLANNING PROPOSAL - AMENDMENT NO. 1 - GRIFFITH LOCAL ENVIRONMENTAL PLAN 2014**

(LPC)

15/031

**RESOLVED** on the motion of Councillors Neville and Stead that:

(a) Council note that no submissions were received relating to the Planning Proposal during the 28 day public notification period which commenced on 21 November 2014 and ended on 19 December 2014.

(b) The Planning Proposal (Attachment 'A') be forwarded to the Department of Planning and Environment to make the plan in accordance with Section 59(2) of the Environmental Planning and Assessment Act 1979.

In accordance with the Local Government Act (section 375A - Recording of voting on planning matters) Council must record the Councillor's vote in relation to this matter.

Councillor	For	Against
Cr Dal Broi	X	
Cr Napoli	Vacated the Chamber	
Cr Lancaster	X	
Cr Thorpe	Vacated the Chamber	
Cr Balind	X	
Cr Zappacosta	X	
Cr Neville	X	
Cr Croce	X	
Cr Curran	X	
Cr Cox	X	
Cr Rossetto	X	
Cr Stead	X	

Councillors Napoli and Thorpe returned to the Chamber, the time being 7.10 pm.

**CL02 GRIFFITH CYCLE CLUB MASTERS CHAMPIONSHIPS - REQUEST FOR ASSISTANCE**

(MTED)

15/032

**RESOLVED** on the motion of Councillors Croce and Neville that Council provide support for hosting the NSW Masters Road Cycle Championships to be held in May 2015 to the maximum value of \$15,000.

**CL03 INVITATION - THE DONALD MACKAY CHURCHILL FELLOWSHIP DINNER**  
(GM)

Councillors Thorpe and Zappacosta **MOVED** the following **MOTION** that:

Council cover the associated costs for Councillors to attend 'The Donald Mackay Churchill Fellowship' Dinner on Tuesday 3 March 2015 as per the 'Councillors Payment of Expenses and Provision of Facilities' policy.

The **MOTION** was **PUT** and **LOST**.

**INFORMATION**

**CL04 PROPOSED NEW MECHANICAL WORKSHOP FOR GRIFFITH CITY COUNCIL, 32-34 JENSEN ROAD, GRIFFITH**  
(PPUDSP)

15/033

**RESOLVED** on the motion of Councillors Rossetto and Neville that Council note the information in this report.

**CL05 DISCLOSURE OF INTERESTS RETURN - STEVEN PARISOTTO AND COUNCILLOR JOHN DAL BROI**  
(GC)

15/034

**RESOLVED** on the motion of Councillors Curran and Thorpe that Disclosure of Interests returns for Steven Parisotto and Councillor Dal Broi be noted.

**MINUTES FROM COMMITTEES**

**MINUTES OF THE GENERAL FACILITIES COMMITTEE MEETING HELD ON 13 JANUARY 2015**

15/035

**RESOLVED** on the motion of Councillors Curran and Stead that the recommendations as detailed in the Minutes of the General Facilities Committee meeting held on 13 January 2015 be adopted with an alteration to the recommendation in Clause 06 - Dalton Park - Hire of Facilities, point (a) to read:

(a) Council should discourage 18th and 21st Birthday Parties being held at Dalton Park including events comprising the age range between 18 to 30 years of age.

**MINUTES OF THE BUSINESS DEVELOPMENT AND MAJOR PROJECTS COMMITTEE MEETING HELD ON 19 JANUARY 2015**

15/036

**RESOLVED** on the motion of Councillors Napoli and Thorpe that the recommendations as detailed in the Minutes of the Business Development Committee meeting held on 19 January 2015 be adopted and that the resignation tendered by Committee Member, Mr Steven Murray be accepted and a letter of thanks for his participation be forwarded to him.

**MINUTES OF THE GRIFFITH COMMUNITY PRIVATE HOSPITAL COMMITTEE  
MEETING HELD ON 20 JANUARY 2015**

15/037

**RESOLVED** on the motion of Councillors Neville and Thorpe that the recommendations as detailed in the Minutes of the Griffith Community Private Hospital Committee meeting held on 20 January 2015 be adopted.

**QUESTION TIME**

**COUNCILLOR QUESTION TIME**

Councillor Thorpe asked the following question:

**"With the withdrawal of government services in our town area that were directed towards fruit fly eradication, we now find that there are numerous areas of fruit fly outbreaks in our town and beyond each year. In the past, government (NSW) employees provided effective and efficient services directed towards fruit fly control - put simply the service worked !**

**With a newly elected State government emerging in six weeks or so could Council kindly write to the relevant members urging and encouraging them to undertake a return of the fruit fly eradication service that did serve Griffith so well ? (Thank you)."**

The Mayor advised that Council will write to all candidates urging and encouraging them to undertake a return of the fruit fly eradication program.

Councillor Balind asked the following question:

**"Would Council consider capping the "attendance at dinners and other non-Council functions" ? "**

The General Manager advised that Council has a policy "Councillor Payment of Expenses and Provision of Facilities" which deals with attending functions however, the policy does not cap or have an annual limit on how much Councillors can spend on attending dinners and other non-Council functions.

Councillor Balind **FORESHADOWED** a **NOTICE OF MOTION** for a forthcoming meeting to review the "Councillor Payment of Expenses and Provision of Facilities" policy.

**OUTSTANDING ACTION REPORT**

Meeting of 9 Dec 2014 - Griffith Transit Centre - Councillor Zappacosta enquired if the report to be prepared by the Manager Tourism and Economic Development regarding possible uses for the Transit Centre could be expedited.

15/038

**RESOLVED** on the motion of Councillors Neville and Rossetto that the Outstanding Action Report be noted.

There being no further business the meeting terminated at 7.44 pm.

Confirmed: .....  
CHAIRPERSON

□

## GRIFFITH CITY COUNCIL REPORT

**CL01**

**SUBJECT: LICENCE AGREEMENT FOR AREA 6 DALTON PARK - JOHN & RHONDA LEE**  
**FROM: Daphne Bruce, Corporate Property Officer**

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### SUMMARY

The lease agreement over Areas 5 and 6 Dalton Park with John and Rhonda Lee expired on the 31 December 2014. Mr and Mrs Lee relinquished Area 5 Dalton Park, with Council approving to enter into a licence agreement for this area with Elizabeth Schmehl at Council Meeting of the 27 January 2015. Ms Schmehl has since advised she will no longer take up the licence agreement over Area 5 and Council has commenced advertising for Expression of Interest to lease Area 5.

Dalton Park is a Crown Reserve with Council the appointed Trustee to manage the Reserve on behalf of the Crown. As the Crown no longer permits lease agreements over part lots Mr and Mrs Lee have requested to enter into a licence agreement for a further term of 10 years over Area 6.

### RECOMMENDATION

- (a) Council rescind part Minute No. 15/007 Ordinary Meeting of Council held on 27 January 2015 - Licence Agreement for Area 5 Dalton Park - Elizabeth Schmehl.**
- (b) Council enter into a licence agreement with John Francis Lee and Rhonda Helen Lee over Area 6 Dalton Park for a term of 10 years commencing 1 January 2015.**
- (c) John Francis Lee and Rhonda Helen Lee pay applicable costs and charges associated with the preparation of the licence agreement together with Council's Administration Fee of \$370.**
- (d) The licence fee be charged in accordance with Council's adopted Revenue Policy, currently \$554 (Inc. GST) pa per Area for the 2014/15 financial year, in addition to rates and charges.**
- (e) Council authorise the Mayor and General Manager to execute the licence agreement on behalf of Council under the Common Seal.**

### BACKGROUND

John and Rhonda Lee held a lease with Council over Areas 5 and 6 Dalton Park which expired on the 31 December 2014. Mr and Mrs Lee contacted Council to renew their agreement prior to the expiry date but later requested that they relinquish Area 5 and were under negotiations to sell the stable on Area 6. Mr & Mrs Lee had held a lease over both areas since 1990.

Council advertised for expression of interest to lease Area 5 with Council at its meeting of 27 January 2015 approving to enter into a licence agreement with Elizabeth Schmehl, the only applicant.

Ms Schmehl has now advised she will no longer be in a position to continue with a licence agreement over Area 5 and Council has commenced advertising for Expression of Interest to lease this area at Dalton Park.

Council received further notification from John and Rhonda Lee they wish to retain Area 6 and enter into a licence agreement for a term of 10 years. Area 6 has a stable constructed on the land.

Mr and Mrs Lee have complied with all conditions of the original lease terms and conditions and have no outstanding fees or charges applicable to Area 6 Dalton Park.

### **OPTIONS**

(a) The above option is the preferred option as Mr and Mrs Lee have leased Area 6 for 25 years and continued to pay all charges associated with this area.

(b) Council may determine not to enter into a licence agreement for Area 6 Dalton Park and resolve an alternate option, but this is not preferred as Council will receive an annual fee, water and rates income from Area 6.

### **STATUTORY IMPLICATIONS**

#### **a) Policy Implications**

Not Applicable

#### **b) Financial Implications**

Council will receive an annual licence fee of \$554 (Inc. GST) for 2014/15 financial year for Area 6 plus ordinary rates and water charges. The applicant is responsible for all legal fees associated with the preparation of the agreement together with Council's Administration Fee of \$370.

#### **c) Legal/Statutory Implications**

Not Applicable

#### **d) Environmental Implications**

Dalton Park is a Crown Reserve with the reserve purpose of racecourse and public recreation. The licence agreement will be consistent with this purpose and over an area used for stabling of horses. There is considered no environmental impact in relation to this matter.

#### **e) Community Implications**

The community would expect Council to provide services and facilities to meet community needs and return an income on leasing/licensing of these areas.

### **CONSULTATION**

Department of Trade & Investment - Crown lands Division  
Senior Management Team

## **STRATEGIC LINKS**

### **a) Growth Strategy Plan**

Not Applicable

### **b) Corporate/Business Plan**

Growing Griffith 2030 - Community Strategic Plan

L4 - Plan and provide a suitable range of sporting, recreation and cultural facilities.

Council's Delivery Program 2013/14 - 2016/17

L4.3 - Encourage increased utilisation of existing recreation and sporting facilities by regularly maintaining existing infrastructure

## **ATTACHMENTS**

(a) Email from John and Rhonda Lee

(b) Plan of Area 6 Dalton Park

(a) Email from John and Rhonda Lee

Page 1 of 1



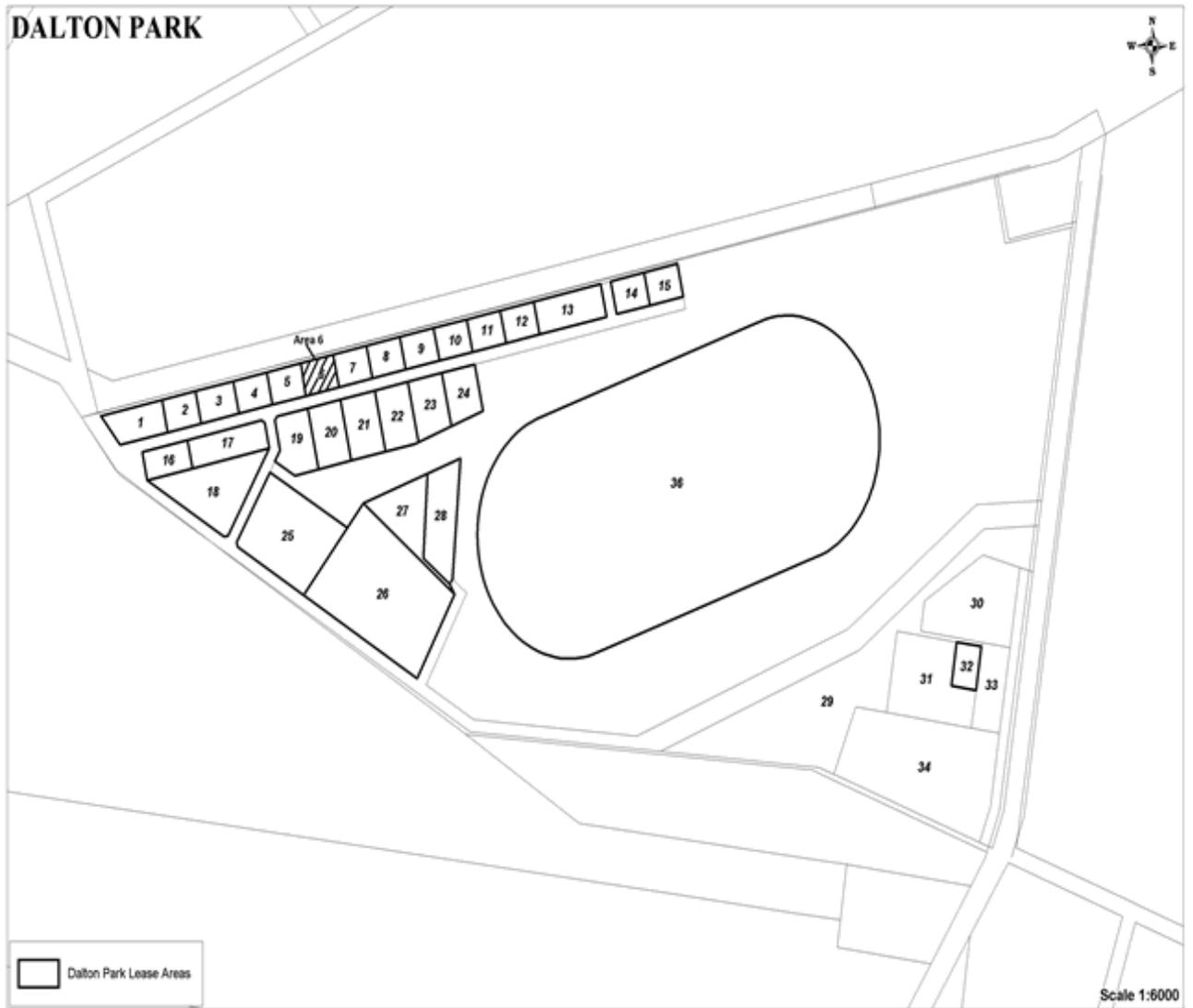
j.r.lee1  
to:  
daphne.bruce  
02/02/2015 10:15 AM  
Hide Details  
From: <j.r.lee1@bigpond.com>  
To: <daphne.bruce@griffith.nsw.gov.au>,  
Please respond to <j.r.lee1@bigpond.com>

Dear Daphne,

We would like to take out a 10yr licence agreement on lot6 Dalton Park Griffith.

Thanking you J.F&R.H Lee

(b) Plan of Area 6 Dalton Park



## GRIFFITH CITY COUNCIL REPORT

**CL02**

**SUBJECT: SECOND QUARTER PERFORMANCE REPORT 2014/15 - BUDGET REVIEW AND OPERATIONAL PLAN INCORPORATING THE DECEMBER DELIVERY PROGRAM PROGRESS REPORT**  
**FROM: Vanessa Edwards, Finance Manager**

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### SUMMARY

Council is required to review its Operational Plan within two months of the end of each quarter. Council must review both its financial position and the Operational Plan Actions (Performance Indicators) adopted for 2014/15 for the quarter ended 31 December 2014.

In addition, under the Office of Local Government's Integrated Planning and Reporting Requirements, Council is required to present a progress report, in respect to the principal activities detailed in the Delivery Program, every six months.

### RECOMMENDATION

- (a) Council note the variations to the 2014/15 original budget for the quarter ended 31 December 2014 as presented in this report.**
- (b) The Financial Review for the quarter ended 31 December 2014 be adopted.**
- (c) Council adopt the 31 December 2014 Operational Plan Review advising the extent to which the Operational Plan Actions (Performance Indicators) have been achieved.**
- (d) Council endorse minor amendments to the Organisational Structure as per this report.**

### BACKGROUND

The Operational Plan is a statutory requirement under Section 405 of the Local Government Act, 1993. It requires Council to provide information on the statement of objectives (Operational Plan Actions) and performance targets for each of its principal activities. Council is also required to review its income and expenditure each quarter under Division 3, Section 203 of the Local Government (General) Regulation 2005.

Each of these requirements will be dealt with as follows;

#### **1) REVIEW OF THE OPERATIONAL PLAN ACTIONS (Performance Indicators)**

Council staff have completed a review of the extent to which the Operational Plan Actions (Performance Indicators) have been achieved. This review is included as an attachment to this report, attachment (g).

## 2) BUDGET REVIEW STATEMENTS AND REVISION OF ESTIMATES

The Financial Review document comprises:-

- Report by Responsible Accounting Officer at 31 December, 2014.
- Income and Expense Budget Review Statement (Fund Level) at 31 December, 2014.
- Income and Expense Budget Review Statement (Function Level) to 31 December, 2014.
- Capital, Cash and Investments Budget Review Statement at 31 December, 2014.
- Budget Review Contracts at 31 December, 2014.
- Budget Review Consultancy, Legal Expenses and Vandalism Expenses at 31 December, 2014.

### REVISED OPERATING STATEMENT

The revised operating statement at 31 December, 2014 currently shows an estimated surplus from operating activities before capital amounts of \$2,455,163. The adopted Operational Plan for 2014/15 showed a surplus from operations before capital grants of \$913,095.

The variations requested by each manager are shown on the comparatives operating statement summary, and also on the individual program income and expenditure.

The overall review of the first six months, reveals a number of operating budget variations as summarised below :

Fund	Original Budget	Variance (Favourable/ Unfavourable)	Amended Budget
Ordinary	(\$621,308)	\$623,664	\$2,356
Waste	\$869,413	\$355,105	\$1,224,518
Water	\$195,636	\$379,722	\$575,358
Sewer	\$469,354	\$183,577	\$652,931
Total	\$913,095	\$1,542,068	\$2,455,163

### ORDINARY FUND VARIATIONS

Operating revenues within the ordinary fund have increased by **\$822,422** from the original budget projection.

The variations in **operating revenue** are summarised as follows:

- Rates & Annual Charges increased by **\$63,150**
- User Fees & Charges increased by **\$52,814**
- Interest increased by **\$6,160**
- Operating Grants & Contributions increased by **\$600,732** and
- Other Operating Revenues increased by **\$99,566**

Operating expenditure has increased by **\$198,758** from the original budget projection.

The variations in **operating expenditure** are highlighted as follows:

- Employee costs decreased by **(\$33,391)**
- Materials & Contracts increased by **\$282,694**
- Other Operating Expenses decreased by **(\$50,815)**

### **WASTE FUND VARIATIONS**

Operating revenues within the waste fund have decreased by **(\$21,190)** from the original budget projection.

The variations in **operating revenue** are summarised as follows:

- Rates & Annual Charges decreased by **(\$182,865)**
- User Fees & Charges increased by **\$161,675**

Operating expenditure has decreased by **(\$376,295)** from the original budget projection.

The variations in **operating expenditure** are highlighted as follows:

- Materials & Contracts decreased by **(\$88,700)**
- Other Operating Expenses decreased by **(\$287,595)**

### **WATER FUND VARIATIONS**

Operating revenues within the water fund have increased by **\$4,465** from the original budget projection.

The variations in **operating revenue** are summarised as follows:

- User Fees & Charges increased by **\$4,465**

Operating expenditure has decreased by **(\$375,257)** from the original budget projection.

The variations in **operating expenditure** are highlighted as follows:

- Materials & Contracts increased by **\$5,546**
- Other Operating Expenses decreased by **(\$380,803)**

### **SEWERAGE FUND VARIATIONS**

Operating revenues within the sewer fund have increased by **\$1,500** from the original budget projection.

The variations in **operating revenue** are summarised as follows:

- Rates & Annual Charges increased by **\$1,500**

Operating expenditure has decreased by **(\$182,077)** from the original budget projection.

The variations in **operating expenditure** are highlighted as follows:

- Materials & Contracts increased by **\$7,711**
- Other Operating Expenses decreased by **(\$189,788)**

## **GRANTS & CONTRIBUTIONS FOR CAPITAL PURPOSES**

Income from Grants and Contributions for capital purposes has decreased by **(\$1,404,251)** from the original budget projection of **\$4,261,539** to total **\$2,857,288**.

## **CAPITAL EXPENDITURE**

There is a projected decrease overall of **(\$1,841,579)** on capital expenditure items from the December quarterly review. The original budget projected a capital spend of **\$14,894,931**.

Each fund is summarised as per the following :-

- The Ordinary Fund decreased capital expenditure by **(\$1,610,589)**
- The Water Fund decreased capital expenditure by **(\$339,857)**
- The Sewer Fund increased capital expenditure by **\$108,867**

## **CASH FLOW STATEMENT ANALYSIS**

There is an overall decrease in cash of **(\$964,635)** from the 30 June, 2014 figure. The original budgeted decrease in cash was **(\$2,944,031)**, therefore the net result of the September & December reviews is an increase in cash of **\$1,979,396**. It is usual that some of the capital projects may not be completed or started during the financial year. As each quarterly review is completed, there will be adjustments to both the operating and capital expenditure that may improve the final cash balance at year end.

Outlined in the Cash Flow Statement, and summarised below, is the estimated unrestricted cash available at 30 June, 2015.

<b>Total Cash &amp; Investment Funds at 30/6/14 (Actual)</b>	<b>\$26,211,992</b>
Decrease due to 2014/15 Operational Plan	(\$2,944,031)
Increase from September 2014/15 Quarterly Review	\$102,624
Increase from December 2014/15 Quarterly Review	\$1,876,772
Closing Externally restricted cash balance at 30/6/15	\$17,795,185
Closing Internally restricted cash balance at 30/6/15	\$6,861,060
Available (Estimated) Unrestricted Cash at 30/6/15	\$591,112
<b>Total Projected Cash &amp; Investment Funds at 30/6/15</b>	<b>\$25,247,357</b>

## **CONCLUSION**

The results of the September and December 2014/15 Quarterly Review processes has seen a total increase in the surplus of approximately **\$1.542M**. The adjustments made have been reasonably conservative as this is the first half of the financial year and in many cases it is quite early to be certain of full year adjustments and they may only be due to timing differences however, the actual year-to-date operating performance is tracking well ahead of budget and it is the intention of the Senior Management Team to strive to lock in as many savings as possible over the course of the year to improve the budget and effectively close the gap required in order to provide a surplus result across all four funds.

## **ORGANISATIONAL STRUCTURE AMENDMENTS**

The Senior Management Team at its meeting on 1 December 2014 endorsed an amendment to the Utilities Directorate Structure, being that the position of Electrician to directly report to the position of Automation Technician. No change in Position Description, Grades or Skill Steps will be required as both Position Descriptions already cater for this arrangement. The Automation Technician will be directly responsible for the Electrician.

The Senior Management Team at its meeting on 9 February 2015 endorsed an amendment to the Position Description of the Casual Front of House Support (Theatre and Art Gallery). The amendment to the Position Description enables a casual staff member in the Theatre & Art Gallery section to attend the front house of both or either the Art Gallery and Regional Theatre under a single letter of offer.

### **3) DELIVERY PROGRAM PROGRESS REPORT**

In accordance with Section 404 of the Local Government Act 1993, The General Manager is required to ensure that progress reports are provided to Council with respect to the principal activities detailed in the Delivery Program at least every six months. Performance Measures for the past six months are listed in attachment (g). A summary of the significant projects undertaken in the six months from July 2014 to December 2014 include:

- Mechanical Workshop progressing
- Upgrade CCTV CBD
- Ted Scobie Oval – Footpath completed
- Driver Shops (Poole & Sanders Sts) – Footpaths completed
- Amenities Block Lake Wyangan Picnic Area
- Upgrade to Memorial Park Yenda
- Upgrade to Griffith Regional Theatre commenced
- Water Mains Replacement Program
- Sewer Mains Relining Program
- Flood Restoration Works - Local and State Roads
- Finalisation of new Local Environment Plan (LEP)
- Commence Master Planning of Aquatic Centre precinct in conjunction with overall CBD Strategy
- CBD Strategy commenced
- Customer Focus Review commenced
- Griffith Community Private Hospital project progressed
- Local Economic Development Assistance Program adopted
- Beelbangera Road Upgrade
- Waste Transfer Station Planning and Design Phase
- Draft Playground Strategy exhibited
- Commencement of planning for new Animal Shelter
- Major Plant Maintenance Market Testing
- Main Drain J and Mirrool Creek Flood Study adopted
- Main Drain J and Mirrool Creek Floodplain Risk Management Study and Plan commenced.

### **OPTIONS**

Council can adopt the financial and the performance review of the 2014/15 Operational Plan or choose not to adopt the review as presented.

## **STATUTORY IMPLICATIONS**

### **a) Policy Implications**

Not Applicable

### **b) Financial Implications**

As a result of the September and December Quarterly Review there has been an decrease in Ordinary Fund's operating loss of \$623,644, an increase of \$355,105 to Waste Fund's operating profit, an increase of \$379,722 to Water Funds operating profit and a \$183,577 increase to Sewer Fund's operating profit. These amendments have been identified and requested as outlined above.

<b>FUND</b>	<b>Original Operating Budget</b>	<b>September Review</b>	<b>December Review</b>	<b>Revised Operating Budget</b>
<b>Ordinary</b>	<b>(\$621,308)</b>	<b>\$224,823</b>	<b>\$398,841</b>	<b>\$2,356</b>
<b>Waste</b>	<b>\$869,413</b>	<b>\$67,510</b>	<b>\$287,595</b>	<b>\$1,224,518</b>
<b>Water</b>	<b>\$195,636</b>	<b>(\$1,285)</b>	<b>\$381,007</b>	<b>\$575,358</b>
<b>Sewer</b>	<b>\$469,354</b>	<b>(\$5,496)</b>	<b>\$189,073</b>	<b>\$652,931</b>
<b>TOTAL</b>	<b>\$913,095</b>	<b>\$285,552</b>	<b>\$1,256,516</b>	<b>\$2,455,163</b>

### **c) Legal/Statutory Implications**

In accordance with Section 405 of the Local Government Act, 1993.

In accordance with Division 3, Section 203 of the Local Government (General) Regulation, 2005.

### **d) Environmental Implications**

Not Applicable

### **e) Community Implications**

Not Applicable

## **CONSULTATION**

The majority of the source information contained in this review has been supplied by the individual managers responsible for each department or program.

Assistant Accountant - Financial  
Senior Management Team

## **STRATEGIC LINKS**

### **a) Growth Strategy Plan**

Not Applicable

## **b) Corporate/Business Plan**

### **FINANCE AND MANAGEMENT:**

To employ sound financial and other management practices so as to optimise use of Council's resources and ensure that the recipients of Council's services receive value and contribute on an equitable basis.

## **ATTACHMENTS**

### **UNDER SEPARATE COVER**

- (a) Report by the Responsible Accounting Officer at 31 December, 2014.
- (b) Income and Expense Budget Review Statement (Fund Level) at 31 December 2014.
- (c) Income and Expense Budget Review Statement (Function Level) at 31 December, 2014.
- (d) Capital, Cash and Investments Budget Review Statement at 31 December, 2014.
- (e) Budget Review Consultancy, Legal Expenses and Vandalism Expenses at 31 December, 2014.
- (f) Budget Review Consultancy and Legal Expenses at 31 December, 2014.
- (g) Budget Review Delivery Program and Operational Plan Actions (Performance Indicators).

## GRIFFITH CITY COUNCIL REPORT

**CL03**

**SUBJECT: REVOCATION OF ALCOHOL FREE ZONE IN GRIFFITH MEMORIAL GARDENS FOR EASTER SATURDAY, 4 APRIL 2015**  
**FROM: Kelly McNicol, Coordinator Landuse, Planning & Compliance**

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### SUMMARY

Permission has been sought by the La Festa Incorporated committee to revoke the Alcohol Free Zone placed on Griffith Memorial Gardens in order to host the annual food, wine and music festival scheduled for Easter Saturday, 4 April 2015 (refer to Attachment A - Request for suspension of Alcohol Free Zone).

It is requested that the Alcohol Free Zone be revoked in the area designated on the approved plan for the sale and consumption of alcohol between the hours of 11:00 am and 7:00 pm.

### RECOMMENDATION

**Council resolves to revoke the alcohol free zones for the La Festa event on Easter Saturday 4 April 2015 in the area designated on the approved plan for the sale and consumption of alcohol between the hours of 11:00 am and 7:00 pm.**

### BACKGROUND

Council revoked the Alcohol Free Zone in Memorial Park and Banna Avenue in previous years events when held at Banna Avenue. The event has been designed to limit the areas where alcohol is permitted to the main stage area (refer to Attachment B - Approved site plan under DA 200/2014). The remaining sections of the event will remain alcohol free.

### OPTIONS

(a) That Council revokes the alcohol free zone in Memorial Park for Easter Saturday 4 April 2015 as requested by La Festa Incorporated.

(b) That Council not revoke the alcohol free zone in Memorial Park for Easter Saturday, which would result in the cancellation of the event.

### STATUTORY IMPLICATIONS

#### **a) Policy Implications**

Not Applicable

#### **b) Financial Implications**

Not Applicable

**c) Legal/Statutory Implications**

Not Applicable

**CONSULTATION**

Senior Management Team

**STRATEGIC LINKS**

**a) Growth Strategy Plan**

Not Applicable

**b) Corporate/Business Plan**

Not Applicable

**ATTACHMENTS**

- (a) Letter requesting the suspension of Alcohol Free Zone
- (b) Site plan of event as approved under DA 200/2014
- (c) Signed Development Consent

(a) Letter requesting the suspension of Alcohol Free Zone

Mr Brett Stonestreet  
General Manager  
Griffith City Council  
PO Box 485  
Griffith NSW 2680

27 October 2014

Dear Mr Stonestreet,



**Re: Suspension of Alcohol Free Zone for La Festa 2015**

It's that time of year again when the City of Griffith prepares for La Festa – Griffith's annual food, wine and music festival.

La Festa 2014 saw over 6,000 people pass through the gates of the Community Gardens. Following the election of the 2014/15 Committee and with guidance from the 3 year Strategic Plan, La Festa Inc is now striving to relocate the 2015 event (to be held on Easter Saturday, 4<sup>th</sup> April 2015) to Memorial Park, Griffith.

With this, I write on behalf of the La Festa Committee for the 2015 event to request that Council give consideration to the suspension of the Alcohol Free Zone from 11am – 7pm on Saturday 4<sup>th</sup> April 2014 in Memorial Park, Griffith.

To accommodate the festival we have also requested that the following road closures be put in place:

- Railway St between Ulong St and Kooyoo St be closed off from 6am on Friday, 3rd April 2015 and reopen at 5pm on Sunday, 5<sup>th</sup> April 2015.

The complete La Festa Program will be launched in early 2015.

Please don't hesitate to contact me if you have any questions surrounding La Festa 2015.

Kind regards

A handwritten signature in black ink, appearing to read "Lisa Cameron".

Lisa Cameron  
Director  
Tilma Group (on behalf of La Festa Inc)  
info@lafesta.org.au  
Ph: 0403 193 442

La Festa - PO Box 2032, Griffith NSW 2680  
Ph: 1800 681 141 • info@lafesta.org.au  
[www.lafesta.org.au](http://www.lafesta.org.au)



Griffith City Council  
 Griffith City Council  
 18 NOV 2014  
 RECEIVED  
 Received by: [Signature]

Griffith City Council  
 Griffith City Council  
 18 NOV 2014  
 REGISTERED



**GRIFFITH CITY COUNCIL**  
 DEVELOPMENT APPROVED  
 SUBJECT TO CONDITIONS ATTACHED  
 NUMBER: 209/2014  
 DATE: 16/11/15  
 SIGNED: [Signature]



DA 200/2014(1):LFTT

**NOTICE OF DETERMINATION  
OF A DEVELOPMENT APPLICATION**

(Section 81(1)(a) Environmental Planning & Assessment Act, 1979)

**Development Application No.:** 200/2014(1)

**Applicant(s):** Mr JL Torresan  
PO Box 1064  
GRIFFITH NSW 2680

**Description of Development:** Use of Memorial Park for the purpose of a festival

**Property Description:** Lot 4 SEC 8 DP 758476, Lot 40 DP 884506, Lot 33 DP 884345 and Road Reserve (Railway Street)  
  
265-329 Banna Avenue and 53 & 69 Railway Street  
GRIFFITH

**Date of determination:** 16 January 2015

**Development application has been:** granted consent (*subject to conditions in Attachment 'A'*)

**Development consent operates from:** 16 January 2015

**Development consent lapses on:** 16 January 2020

**'General terms of approval' given by:** no other authorities

It is important that all conditions be carefully read and understood prior to the commencement of the development.

If you are dissatisfied with this decision, Section 97 of the Environmental Planning and Assessment Act 1979 provides you the right to appeal to the Land and Environment Court of New South Wales within six (6) months from the date of this notice.

For further information regarding this matter please contact Council's Assessment Officer, Miss Leah Fattore on (02) 6962 8126.

A handwritten signature in black ink, appearing to read 'Kelly McNicol', is written over a white background.

**KELLY McNICOL**  
**COORDINATOR**  
**LANDUSE PLANNING AND COMPLIANCE**

Enc

## Attachment 'A'

**Part B - Administrative or General Conditions**

This Part includes general background controls and minor administrative matters or procedures that ensure the development is clearly identified and specified.

## (1) Approved Plans

The Development must be implemented substantially in accordance with Development Application No. 200/2014 received by Council on 18 November 2014 and the below mentioned plans and/or documents, except where amended in red on the attached plans or modified by the conditions of this consent.

Drawing No.	Date Received by Council	Prepared or Drawn By
Plan A: Site Plan	18 November 2014	The applicant
Statement of Environmental Effects	18 November 2014	The applicant
Event Management Plan 2015	18 November 2014	The applicant

- (2) This approval is limited to a period of five (5) years from the date of determination. Concurrence is to be sought from Council and relevant authorities **at least six (6) months prior to the event each year** to determine if the event is substantially the same as included in this consent.
- (3) If any damage is occasioned to Council property as a result of the event, the cost of repairs will be recoverable. It is therefore requested that any damage which is obvious before works commence be immediately notified to Council to avoid later conflict.
- (4) Development consent is for the temporary use of "Memorial Park" (Lot 4 Section 8 DP 758476) and surrounding properties 53 and 69 Railway Street (Lot 40 DP 884506 and Lot 33 DP 884345) and road reserve (Railway Street) for the purpose of an annual one day festival. The festival will involve the placement and use of stages, food and wine tents, road closures and carparking arrangements.
- (5) The applicant is to be responsible for all amplification, extension and adequate provision for connection to services at their own expense. The work is to be in accordance with *Council's Engineering Guidelines – Subdivisions and Development Standards December 2008* and relevant authorities' specifications.
- (6) The annual event is to be held during the Easter Holiday period. The event shall have a set up and pull down period of four (4) days only.
- The road closure of Railway Street (bounded by Ulong and Kooyoo Streets) is permitted for a maximum of one day prior to the annual event. The road is to be reopened one day after the event.
- The hours of operation for the annual event are limited to 9:00am to 7:00pm to maintain the amenity of nearby properties.
- All structures associated with the event are to removed by 5:00pm the following day.

**Part J - Prior to the Commencement of Event**

There are a number of matters that need to be done before your project can physically commence. These are set out in the following conditions.

- (1) Griffith City Council's Environment and Health Department shall be provided with a list of all Food Stalls, four (4) weeks **prior to the commencement of each annual event** to enable food inspections of Home Based Food Businesses to be carried out.
- (2) **Prior to the commencement of each annual event**, a current Event Management Plan and Traffic Control Plan is to be submitted to allow for appropriate concurrence from Council and the relevant authorities. **This is to be submitted a minimum six months prior to the annual event.**

Note: The 2015 Event Management Plan is approved under this consent.

- (3) The applicant is to obtain public liability cover to the value of twenty (20) million dollars for the annual event. Documentary evidence is to be submitted to Council **prior to the commencement of each annual event**. The cover is to indemnify Council against any claims arising from the event, including the placement of structures and must be effective for the life of the development.
- (4) The applicant is responsible for ensuring that adequate toilet facilities are available for persons attending the event. The applicant is to provide additional toilets and hand basins (including a minimum of one (1) wheelchair accessible unisex facility). Each toilet provided must be a standard flushing toilet and must be connected to a public sewer, or an accredited sewage management facility approved by council. If connection to either a public sewer or an accredited sewage management facility is not practicable, it shall be connected to some other sewage management facility approved by Council. Toilet facilities must be provided and functioning **prior to the commencement of each annual event**.
- (5) **Prior to the commencement of each annual event** (a minimum of one (1) week), the applicant is to contact Council's Parks and Gardens Department to ensure the location of stages is appropriate and will not damage the park or the onsite irrigation systems.
- (6) **Prior to the commencement of each annual event**, the applicant is to arrange with Council for the appropriate collection and removal of rubbish. All fees associated with the rubbish collection and removal will be borne by the applicant.
- (7) **Prior to the commencement of each annual event**, the applicant must provide documented evidence of consultation undertaken with key stakeholders including the residents and businesses within the immediate vicinity of the event and emergency agencies. The communication provided to all stakeholders must include the following details:
  - The name and dates and time of the event
  - A description of the event
  - Any disruptions to residents and businesses
  - Road closures
  - Any changes to public transport arrangements
  - A contact name and number of the event organiser

- (8) **Prior to the commencement of each annual event**, the applicant is to arrange with Council to reserve the use of "Memorial Park" for the duration of event (including set up and pull down period).
- (9) **Prior to the commencement of each annual event**, the applicant is to enter into a short term licence with Griffith City Council for the temporary occupation of Memorial Park for the duration of the event.
- (10) **Prior to the commencement of each annual event**, an appropriate device, to be approved by Council, is to be installed over the kerb and gutter to allow access to the informal parking area located at 53 Railway Street, Griffith (Lot 40 DP 884506).
- (11) **Prior to the commencement of each annual event**, appropriate barriers, to be approved by Council, are to be installed to limit the informal parking area to 53 Railway Street, Griffith (Lot 40 DP 884506) only.
- (12) **Prior to the commencement of each annual event**, appropriate barriers, to be approved by Council, are to be installed to restrict the vehicular accessway to 53 Railway Street, Griffith (Lot 40 DP 884506) to a single, two-way, informal access off Kookora Street.

#### **Part O - On-Going Requirements**

This part includes conditions or requirements that will need to be satisfied at all times.

- (1) The event area shall be left in the same condition as it was prior to the event. The applicant may be charged for any remedial or work or additional cleaning required to restore the area to Council's satisfaction.
- (2) The applicant is at all times responsible for the good order, conduct and behaviour of those persons attending the event.
- (3) It is the responsibility of the applicant to comply with all legalisation and legal requirements relevant to the operation of the event. This includes (but is not limited to) the provisions of the *Liquor Act 2007* and the *Work Health and Safety Act 2011*. The applicant is to ensure that all persons associated with the event also comply with these requirements and that appropriate signage is erected.
- (4) The applicant is to ensure that the event area and surrounding area is maintained in a clean and tidy condition throughout the event. All rubbish generated as a result of the event must be removed from the event area and disposed of via appropriate measures at authorised waste facilities.
- (5) No liquid waste shall be disposed of onsite or into Council's stormwater/sewer infrastructure. All liquid waste shall be removed from the site and disposed of in an appropriate manner at an authorised waste facility.

Should the applicant discharge any liquid waste into Council's stormwater/sewer infrastructure, the applicant is to enter into a Trade Waste Agreement with Council. This agreement is to be submitted to Council and executed **prior to the commencement of each annual event**.

- (6) The provision of sufficient security services are to be provided on the day of the event. At least two (2) security guards are to be placed at each entry point and at the alcohol tents area. At least three (3) security guards are to patrol the event with at least two (2) security guards patrolling the licensed area. All security personnel must be appropriately licensed in accordance with current NSW legislative and regulatory requirements.
- (7) Access to the event site must be maintained for emergency vehicles and/or residents of properties requiring access.
- (8) The applicant must provide and maintain appropriate traffic measures (including road closures signs and flashing signs) for the safe movements of traffic and pedestrians.
- (9) The applicant is to provide sufficient accredited traffic controllers to all carparking areas and pedestrian areas (as per the approved Traffic Control Plan) to manage traffic and pedestrian safety.

Marshalling is to be provided for the informal carparking area located at 53 Railway Street, Griffith (Lot 40 DP 884506) to ensure structured carparking, and vehicle manoeuvring areas are maintained for the peak hours of the subject event.

The approved Traffic Management Plan and Traffic Control Plan are to be strictly implemented and maintained for the full duration of the event.

- (10) Sound generated by the event shall be controlled and activity must not result in the transmission of 'offensive noise' as defined in the Protection of the Environment Operations Act 1997 at the nearest affected receiver.

If, during the event, substantiated complaints or breaches of noise conditions occur, the applicant must immediately reduce the noise to ensure the event does not transmit "offensive noise".

- (11) The location of the temporary structures shall not be within the vicinity of underground or overhead utilities. The location of the temporary structures shall not impact on passive surveillance.
- (12) All temporary structures shall be erected and secured in accordance with the manufacturers/structural specifications to ensure they are structurally sound and can withstand likely wind in the locality and any likely live loadings. The temporary stages and platform are to resist loads in accordance with the Australian Standards entitled:
  - (i) AS 1170.0:2002 Structural design actions – General principles, and
  - (ii) AS 1170.1:2002 Structural design actions – Permanent, imposed and other actions; and
  - (iii) AS 1170.2:2002 Structural design actions – Wind actions
- (13) All mechanical and electrical installations including generators and electrical cabling shall be surrounded or covered by appropriate physical barriers so as to prevent unauthorised access by the public at all times, and to protect ground laid cabling from being trip hazards during the event.
- (14) To ensure appropriate crowd control, a two (2) metre exclusion zone around the tents providing alcohol is required. This is to avoid patron congregating around the area. It is also advisable to have direction barricades to control the flow of patrons in this area.

**Part R - Food Shops**

This part provides conditions for the on-going use of food shops. These conditions or requirements must be observed or satisfied at all times.

**(1) Food PREMISES – FOOD STALLS AT TEMPORARY EVENTS**

All food stalls at the Temporary Event shall comply with the NSW Legislative requirements for Temporary Events including Griffith City Council's Fact Sheet: Guidelines for Temporary Events.

To ensure that the food premises comply with the New South Wales Legislation and relevant Australian Standards, the following is to be complied with.

**(a) NSW Legislative Requirements**

Food Business must comply with the following NSW legislative requirements:

1. NSW Food Act 2003;
2. Food Standards Australia and New Zealand Food Standards Code: Food Safety Standards Chapter 3.2.2 Food Safety Practices and General Requirements; and
3. Food Safety Standards 3.2.3 Food Premises and Equipment.

**(b) Commencement of Trade on the day of Event**

All Food Stalls are required to be set up by 8.30am on the day of the event. All Food Stalls are subjected to a routine food inspection. Once final approval is granted by Griffith City Council's Environment and Health Department, commencement of trade may proceed.

**(c) Power Supply**

An adequate power supply shall be provided by La Festa committee to ensure all food stalls have an adequate power supply for the duration of the event. A minimum of three (3) power generators shall be provided to supply adequate power to the Food Stalls.

**(d) Food Notification**

All food stalls shall register their details to state authority: "NSW Food Authority" at [www.foodnotify.nsw.gov.au](http://www.foodnotify.nsw.gov.au) and to provide their notification number to Council prior to the commencement of each annual event.

**(e) Food Preparation Areas**

1. To ensure that food preparation surfaces can be easily cleaned and sanitised, all food contact surfaces and equipment such as the, benches, boards and table tops shall be constructed with smooth and impervious material, non-absorbent material free of cracks, crevices or cavities.
2. All food stalls shall ensure that adequate storage facilities for food such as tables, shelves and stands are available as food is prohibited to be stored on the ground at all times.

**(f) Hand Washing Facilities**

To enable hands to be effectively washed, hand washing facilities shall be available at all times for food handlers. Hand washing facilities shall be solely used for the purpose of hand washing only and have:

1. An adequate supply of water. A sealed container of potable water (minimum capacity of 10L) with a tap shall be provided for cleaning, sanitising and hand washing; and
2. A supply of single use towels and soap are required at the hand basin at all times; and
3. A bucket for catchment of water used from Hand washing.

**(g) Hot and Cold Holding Facilities (eg. Fridges, Bain Maries)**

Food stalls using hot and cold holding facilities such as coolrooms, display cases, bain maries, pie warmers shall be at temperature control BEFORE food can be stored. Food businesses shall ensure that:

1. All holding facilities are switched on during initial set up, to allow sufficient time for heating and cooling;
2. All holding facilities have reached 5°C or below for cold food, and 60°C or above for hot food before storing food.

**(h) Food Transport Vehicles**

Vehicles used to transport food must be designed and constructed to protect food and so that parts of the vehicle are able to be effectively cleaned and if necessary, sanitised. All food transported to and from the event shall be covered, sealed and stored appropriately during transportation.

**(i) Food Safety Supervisor**

Relevant food businesses shall appoint a Food Safety Supervisor and notify Griffith City Council or notify online at the NSW Food Authority's website. The Food Safety Supervisor must be trained by a Registered Training Organisation approved by the NSW Food Authority. A valid Food Safety Supervisor certificate shall be available on the premises at all times.

**(j) Labelling**

All food stalls selling pre-packaged foods must comply with the Food Standards Australia and New Zealand (FSANZ) Food Standards Code Chapter 1.2.1 Labelling Requirements.

**(k) Paved Areas**

No food stalls are permitted on the paved area.

**(l) Home Based Food Business**

Home based food businesses (excluding not-for-profit organisations) shall be required to undertake an initial inspection within their home based business to ensure compliance with the relevant NSW legislative requirements.

**Note V - Advisory Notes**

These notes and schedules are provided for advisory purposes only. They do not form part of the consent and are not conditions that need to be satisfied at any stage of this development nor of its on-going operation.

You should study these advices and take special note if they apply to your development or any associated activities.

- (1) Council does not take responsibility for any loss or damage to any infrastructure and equipment associated with the event.
- (2) If any damage occurs to Council's property as a result of works or activities associated with this event (including but not limited to grass, trees, garden beds, plantings, pavers, concrete kerbing and guttering and footpaving), the cost of the repairs is recoverable from and must be borne by the applicant.

It is recommended that, before work commences, an inspection be carried out and all existing defects identified, recorded and advised to Council so as to avoid future conflict.

### **Other Local Government Act Approvals**

In seeking development consent, the following other Local Government Act 1993 approvals have been granted under Section 68 with the attached conditions:

No other approvals sought.

## **GRIFFITH CITY COUNCIL** **REPORT**

**CL04**

**SUBJECT: OUTCOMES OF CUSTOMER FOCUS REVIEW**  
**FROM: Neil Southorn, Director Sustainable Development**

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### **SUMMARY**

Council commissioned a Customer Focus Best Value Review as the first of a series of service level reviews across the organisation. The Customer Focus Review has now been completed and is reported to Council for adoption of a Customer Focus Improvement Strategy.

### **RECOMMENDATION**

**(a) Council adopt the Customer Focus Improvement Strategy attached to this report.**

**(b) A further report be made to Council in August 2015 outlining progress toward and additional recommendations for improved customer focus across the organisation.**

### **BACKGROUND**

During 2013, Griffith City Council resolved to commence a program of service level reviews commencing in 2014. The drivers of review were a desire to ensure best use of Council resources, partly to ensure ratepayer funds are used as best as possible and partly to benchmark Council services in anticipation of local government structural reform.

Council engaged Blackadder Associates to undertake an organisation wide investigation of Council's capacity to conduct these reviews. The consultants canvassed staff, Councillors and Council systems to assess the capacity, readiness and commitment to review and to ascertain priorities.

At the Council meeting on 8 April 2014, Council endorsed in principle the Blackadder Associates report "Review of Council Readiness for Best Value Reviews", which recommended use of the Best Value service review methodology and identified a greater focus on customer service as the highest priority.

Council resolved to conduct a Customer Focus Review across the entire organisation with the objective of achieving best practice and to communicate customer focussed values. Blackadder Associates was engaged to assist.

A staff Project Team was established to identify issues and options for improvement and a Challenge Panel was appointed to critique the work of the Project Team.

The final report of the Project Team, which included a Customer Focus Improvement Strategy, was presented to the Challenge Panel on 4 February. With the concurrence of the Challenge Panel, these documents are now reported to Council for endorsement.

The Customer Focus Improvement Strategy, Attachment C to this report, contains more than 40 recommendations with a number of key features:

- a review of customer service policies and the creation of a Customer Service Charter
- certain changes to operating procedures and clarification of the responsibilities of customer service officers and other staff
- improvements to the professional image and presentation of customer service officers and other staff
- changes to the physical layout of the front counter and back office to improve customer experience and work flow and to reduce safety risks
- introduction of targets and KPIs for customer engagement and tools to measure productivity and performance, with results reported to management
- creation of a controlled Information Library to enable first contact resolution of most customer enquiries
- training of all staff in customer service
- inclusion of customer service expectations in all staff position descriptions, performance appraisal and new staff recruitment and induction

Many of these have already been implemented as obvious and easily achieved improvements, as summarised in the Improvement Strategy. Others will require time and modest budget to implement, with assistance from all Departments of the organisation.

It is recommended that the Customer Focus Improvement Strategy be adopted by Council and that progress toward its implementation be reported to Council in December.

The budget impact is relatively minor for what is expected to be a significant improvement in customer satisfaction, reduced human error in dealing with enquiries and an enhanced reputation of Council in the community.

## **OPTIONS**

- (a) As recommended, adopt the Customer Focus Improvement Strategy as attached to this report.
- (b) Adopt the Strategy with amendments.
- (c) Decline to adopt the Strategy and make some alternative resolution.

## **STATUTORY IMPLICATIONS**

### **a) Policy Implications**

The Customer Focus Improvement Strategy will require amendment to existing customer service policies and the creation of a Customer Service Charter.

## **b) Financial Implications**

The cost to conduct the Customer Focus Best Value Review was approximately \$16,500. Some costs have been incurred in upgrading the telephone systems, creation of a uniform allowance for Customer Service Officers and purchase of minor items, from the adopted 2014/15 budget.

A further \$16,500 has been proposed in the draft 2015/16 budget to continue implementation of the Improvement Strategy.

It is suggested these are relatively small costs that will create significant improvement in customer management systems and customer engagement and satisfaction.

## **c) Legal/Statutory Implications**

There are no immediate statutory or legal implications arising from adoption of the Customer Service Improvement Strategy, but there are indirect links with Council's obligations under Integrated Planning and Reporting, the Fit for the Future initiative and the expected reduction in human error (and consequential liability for Council) in dealing with customer enquiries.

## **CONSULTATION**

Customer Focus Project Team  
Customer Focus Challenge Panel  
Senior Management Team

## **STRATEGIC LINKS**

### **a) Growth Strategy Plan**

Whilst there are presently no elements of the Community Strategic Plan that focus specifically on customer service, it is recommended in the Improvement Strategy that this be reviewed.

### **b) Corporate/Business Plan**

Customer service is an integral part of all Council operations and contributes to the reputation of Council in the community.

## **ATTACHMENTS**

- (a) Customer Focus Review Project Team - Final Report
- (b) Griffith City Council's Services Map as at January 2015
- (c) Customer Focus Improvement Strategy

## **Griffith City Council Customer Focus Best Value Review – Project Team Report**

### **Background**

During 2013, Griffith City Council resolved to commence a program of service level reviews commencing in 2014. The drivers of review were a desire to ensure best use of Council resources, partly to ensure ratepayer funds are used as best as possible and partly to benchmark Council services in anticipation of local government structural reform, and to elevate the reputation of the Council in the eyes of the community.

Council engaged Blackadder Associates to undertake an organisation wide investigation of Council's capacity to conduct these reviews. The consultants canvassed staff, Councillors and Council systems to assess the capacity, readiness and commitment to review and to ascertain priorities.

At the Council meeting on 8 April 2014, Council endorsed in principle the Blackadder Associates report "Review of Council Readiness for Best Value Reviews", which recommended use of the Best Value service review methodology (Blackadder Associates, 2014) and identified customer service as the highest priority. Council resolved to undertake a Customer Focus Review across the entire organisation with the objective of achieving best practice and to communicate customer focussed values. Blackadder Associates was engaged to assist.

The service review for Roads – Design, Construction, Maintenance and Associated Services will follow.

### **Summary of Best Value Methodology**

A Project Team of selected staff was established, led by Director Sustainable Development, and a Challenge Panel was appointed consisting of the Mayor, Deputy Mayor, General Manager and community experts.

The Best Value methodology is based on "4Cs".

*Consultation:* to gain a clear understanding of customer and stakeholder opinions.

*Comparison:* to benchmark performance against other organisations, within and outside local government.

*Competition:* to quantify cost structures and determine competitive suppliers.

*Challenge:* to constructively question the scope, process, data, assumptions and recommendations.

The Best Value methodology is consistent with other service level review processes (eg. Hunting et al., 2014) but with the added feature of a serious challenge component to maximise validity and assist ensure stakeholder satisfaction.

## **Consultation**

The following consultation tasks have been completed, some prior to commencement of the formal Best Value process.

### *Survey of internal customer satisfaction*

An internal review of satisfaction with the operations of the Customer Service Team was conducted in the first half of 2013 by Oscar Roche, Visual Workplace Australia, including a staff survey and facilitated discussion with work groups across the organisation. A number of service level improvements were identified and changes to the staffing structure of the Customer Service Team occurred. Further implementation of improvement concepts was deferred pending commencement of the Best Value process. Some of those are now embedded in the outcomes of this Customer Focus Review.

### *Community satisfaction survey*

This survey, using written, web site and Facebook questionnaires, was conducted during December 2013 and January 2014 for the purpose of benchmarking community satisfaction as part of Integrated Planning and Reporting Framework responsibilities. Reasonable to high levels of satisfaction were reported for most customer enquiries and for most customer based facilities, but a number of services were not so highly recognised. As a result, Council has included a new Pound and improvements at the Leisure Centre in its capital works forward program.

### *Blackadder Associates audit and consultation*

In preparing their report on Council's readiness to undertake service level reviews, Blackadder Associates canvassed staff and Councillors on areas of concern, identifying customer service across the organisation as a priority.

### *Service list*

A preliminary audit of services by Department has been developed, attached. The audit identifies the range of services for each Department of Council and represents a possible architecture for mapping customer satisfaction in the future.

### *Community Opinion Group (COG)*

Members of the COG, an email based focus group, and persons on Council's email data base have been sent a questionnaire seeking data on customer satisfaction. From few responses to date, some valuable but perhaps anecdotal information has been received. Most responses indicate satisfaction with customer service generally, particularly from external facilities such as the Library, but with one or two areas for improvement.

Additional and regular consultation with customers is an outcome of the Customer Focus Review, detailed in the Improvement Strategy attached.

## **Comparison**

Project Team members have visited Albury City Council and are scheduled to visit Canterbury, Randwick and Canada Bay Councils on 27 February. A visit to Dubbo City Council is also planned and discussions have been held with local private sector businesses.

A number of common factors have emerged from the comparison efforts to date:

- Customer service is highly valued across all parts of the organisation;
- It is embedded as a KPI, with training provided and accountability demanded;
- Customer Service Centres endeavour to satisfy at first contact over 80% of requests instead of referring the request to an actioning officer, and this relies on a comprehensive and controlled data base of information that can be called upon by the Customer Service Officer;
- Performance against KPIs is measured using a range of tools across agreed service standards;
- Senior management takes an interest in customer service and receive reports on the performance of each department;
- Customers are systematically and regularly surveyed to measure their level of satisfaction.
- Customer focussed organisations look outside their organisation to learn, benchmark and improve.

It is clear to the Project Team that Griffith City Council can and should embed these principles into its customer focus and they underpin a proposed improvement strategy. Continued benchmarking and comparison is an outcome of this Customer Focus Review.

## **Competition**

Council is a monopoly provider of most services, with Building Certification the main source of commercial competition. Council's Building Surveyors are regularly reviewing turnover and fees and charges. The recent introduction of a discount program is an example. Consequently, the Project Team has not focussed on this "C" as strongly.

Regardless, the lack of competition for many services provided by Council is no excuse for less than best practice customer service. Indeed, the fact that ratepayers are required to use Council and pay mandatory rates, fees or other charges for the services provided demands an even greater respect for customer requirements.

Some of the services provided by a Council are regulatory, creating a potentially adversarial situation with individual customers. This requires significant customer focus skills to navigate.

At the same time, Griffith is in competition with neighbour Councils to attract investment and jobs to the City. The attitude of staff toward helping customers breeds a reputation that is vital in being seen as a “can-do” organisation.

### **Case Study - Albury City Customer Service Strategy and Practice**

Albury City has a larger population than Griffith and maintains a similar but not identical range of services in a “one stop shop” customer service model. Like Griffith, Albury City operates a number of facilities external to the main administration building.

Albury City adopted a Customer Service Strategy in 2012 which elaborated their key elements of customer service in a customer focussed organisation, incorporating these and other elements into a Customer Service Charter. Albury City is a member of the National Local Government Customer Service Network, enabling Albury City to network with like-minded Councils as part of their continuous improvement and benchmarking exercise.

Albury City has a strong customer service culture with “Red Carpet not Red Tape” as their mantra of customer focus and delivery of service s.

Customer service quality control systems are in place based on data gathered from a variety of specialist packages and contracted mystery shopper surveys.

Performance against KPIs and mystery shopper analyses are regularly reported to senior management for the Customer Service Team, all departments and external facilities on a rotation. These reports are comprehensive, plotting departmental or facility customer service performance over time and against numerous performance criteria.

Departmental and senior staff, including the General Manager, work an occasional shift at the front counter.

Albury City has provided whole-of-staff training on Customer Service as well as specialised training as required. Training is also provided on writing skills (to enable high quality written responses).

### **Challenge**

The Challenge Panel has provided regular input and advice throughout the process. The Project Team is indebted to the contribution of Challenge Panel members and progress has been assisted by the encouragement and advice provided.

## Improvement Strategy

The Project Team makes 42 recommendations to improve customer focus at Griffith City Council. These recommendations, a number of which have already been implemented, are outlined in the attachment. Others will require the introduction of new tools (such as new or adjusted software to obtain metrics of performance; the creation of a ready reference information library) and others will require changes to existing work practices and behaviours. Whilst implementation of this Improvement Strategy has already commenced, it is expected to take until the end of 2015 for it to be fully operational. There are also some modest budget implications that will need to be resolved now and for 2015/16.

The Improvement Strategy goes beyond the use of tools and techniques to include customer focussed values, culture and attitude; for example, the inclusion of customer service expectations in staff position descriptions and accountabilities and, over time, formally revisiting the organisation values and mission statement if they do not naturally evolve.

The Project Team acknowledges the following as desirable qualities of a customer focussed organisation:

- Reliability
- Competence
- Responsiveness
- Courtesy
- Credibility
- Consistency

Typical factors which detract from these objectives are often quite simple things: the time taken to answer the phone (and in particular, the phone not being answered); being transferred to someone else for simple enquiries (and more particularly, being redirected to a third or more person); similar delays in written correspondence (including emails); the quality of the response (including the way it is crafted and communicated, the accuracy of the advice it contains and the degree to which the enquiry is actually answered) and closing the loop with the customer so they know the outcome of their enquiry.

The Project Team has identified the following top 10 KPIs to measure these qualities:

1. no. missed calls
2. time to answer phone
3. % phone enquiries resolved at first point of contact with Customer Service Officers
4. % phone enquiries referred to departmental actioning officer, second responder and third responder
5. perceived quality of phone response
6. time on phone
7. time taken to finalise response to written (letter, email) correspondence
8. perceived quality of final response

9. % error in final response
10. customer perception of level of service

These indicators need to be measured. Part of the Improvement Strategy is to install the necessary tools and have relevant metrics reported to Management based on a range of quantitative and qualitative data. Such tools and reports are in use in other Councils and the private sector.

#### **Case Study on Document Control – De Bortoli Wines**

Document control is a significant element of the quality assurance and risk management systems at De Bortoli Wines, a company trading globally at the highest level of customer and environmental assurance.

Policies and procedures are in place to identify which documents are to be controlled, where they are to be located and how they are used.

Responsibility to update procedures is assigned and management reports are generated on which documents are in use and by whom, and the status of updates. This enables management intervention as required.

Similar principles can be embedded in Council's records system TRIM and Customer Enquiry Management System.

The Project Team recommends that the One Stop Shop customer service concept currently in use be reinforced and be set the industry recognised target of 80% of enquiries dealt with by Customer Service Officers at first point of contact. A number of actions will be required to approach this target. Most importantly, first contact officers need to know the response required for the majority of enquiries. Of high priority is the creation of an Information Library, one that contains policies, procedures and general information authored by each department. Content should be controlled to ensure reliability, consistency, currency and accuracy. In addition, first contact officers should be authorised to explore the nature of a customer's enquiry to minimise unnecessary referrals. Officers should not be penalised for taking time to deal with an enquiry on first contact, which may result in less than optimum turnaround and response times. Council's existing Customer Enquiry Management system can be tuned to record customer history. Providing information on line to customers is also necessary to reduce enquiries by phone or correspondence.

A member of the Challenge Panel has highlighted the risk to customer service from broader issues that might affect an organisation, such as insufficient staffing levels, poor performance and low staff morale. These are noted as important and the Improvement Strategy recommends a Staff Climate Survey be conducted occasionally to help quantify potential

inhibitors to best practice customer service, in conjunction with the usual management responsibilities for performance and morale.

An extension of the Improvement Strategy is to provide a greater suite of on line services to customers, such as completion and submission of forms and DA lodgement. Whilst these are provided by many Councils, the Project team recommends this be considered a next step after completing the initial recommendations in the Improvement Strategy and establishing a stronger platform, readiness and resources to go further.

### **Results so far**

Customer Service Officers now wear a uniform at front counter to present a more professional appearance. Modifications have been made to the front counter and back office to present a better appearance, provide a more efficient and effective layout, encourage better customer and staff interaction and for some safety reasons.

New phone monitoring software has been purchased and configured. Initial discussions have been held on new and modified IT and web tools and, from 9 February, expanded use of Council's Customer Enquiry Management system.

All staff position descriptions now have customer service requirements for recruitment and performance assessment. Customer Service performance criteria were included for the 2014 round of staff performance reviews.

In anticipation of this Review, Council staff are talking about customer service and some departments have self-initiated their own improvements.

Councillors have responded to community surveys and have included additional capital works in Council's budget (new Pound, additional aquatic facilities).

### **Challenges ahead**

Implementing all recommendations of the Improvement Strategy will require resources during 2015 (staff time and some expenditure) which are yet to be committed.

Some staff time will be required across all departments to populate a central Information Library. At present, policies, procedures and general departmental information are not readily available at a common location and some needs to be authored. However, this effort will be necessary to enable the estimated doubling of customer first response than at present. It will also generate a higher level of document control and therefore accuracy of advice. Work on this project has commenced.

It is yet to be determined if the organisation will rapidly and willingly adopt customer focussed values and culture. These need to extend to external facilities and contractors

employed to operate them. Changing past practices and culture may present obstacles, which will require leadership from Management.

## **Conclusion**

This Review has already initiated some significant improvements, but there is much to do. Tools are about to be put in place to obtain metrics so Council will know how well it is performing – we do not have this at the present time – and a benchmark/baseline position needs to be established so we can compare improvements over time. It will require continuous effort to remain customer focussed, but the payoff will be significant and it can be done.

## **References**

Blackadder Associates Pty. Ltd., (2014), Guidelines for Undertaking Best Value Reviews.

Hunting, S.A., Ryan, R., Robinson, T., (2014), Service Delivery Review: A How To Manual for Local Government. Australian Centre of Excellence for Local Government, University of Technology, Sydney.

## **Acknowledgements**

The assistance of Stephen Blackadder, Executive Director, Blackadder Associates Pty. Ltd., in guiding and facilitating this review and mentoring the Project team, and of Judy Charlton, General Manager, Narrandera Shire Council, for reviewing this report, are gratefully acknowledged.

Challenge Panel members (Clr. John Dal Broi, Mayor, Clr Doug Curran, Deputy Mayor, Brett Stonestreet, General Manager and independent community leaders Paul Pierotti and Cheryl Wood) and Project Team members (Shireen Donaldson, Bron Glover, Daniela Cangelli, Joe Barbaro, Saideh Barlow, Sarah Boon, Monica Dickie, Peter Vardanega and Peter Jennings) are thanked for their contribution.

There have also been many local government and private sector colleagues who have shared their time and knowledge to assist this project. Input from and discussions with Oscar Roche and Sandra Rossetto are also acknowledged.

Neil Southorn  
Director Sustainable Development  
on behalf of Customer Focus Best Value Review Project Team  
30 January 2015

Attachment: Services List  
Attachment: Griffith City Council Customer Focus Improvement Strategy

(b) Griffith City Council's Services Map

DIRECTORATE	DEPARTMENT	SERVICES
Executive Services	Human Resources	Staff Training Recruitment Industrial Relations Work Health & Safety Risk Workers Compensation Insurance Payroll
Executive Services	Governance	IP&R Framework Statutory Reporting Administration Support Councillor Support
Executive Services	Communications	Website Media Releases Advertisements Media Relations Staff Communications Social Media
Executive Services	Compliance	Animal Control Regulatory Control
Business, Cultural & Finance	Finance	Debtors & Creditors Rates & Revenue Financial Planning Grants Investments
Business, Cultural & Finance	Assets	Purchasing & Procurement Asset Management GIS
Business, Cultural & Finance	Information Services	Information Technology Corporate Information
Business, Cultural & Finance	Facilities	Griffith Regional Aquatic Centre Griffith City Library Regional Theatre Art Gallery West End Stadium
Sustainable Development	Planning and Compliance	Development Assessment Planning and Environmental compliance Land Use Controls Planning Certificates Property Services
Sustainable Development	Environment and Health	Public Health Services Food & Skin Penetration Premises Services Environmental Services and Projects
Sustainable Development	Community Development	Community Development Australia Day Event Management Citizenship
Sustainable Development	Economic Development & Tourism	Event Coordination Visitor Information Centre City and Event Promotion Pioneer Park Museum New Development Facilitation and Promotion
Sustainable Development	Customer Service	Customer Service
Sustainable Development	Urban Design and Strategy	Project Design and Management Strategy Development
Sustainable Development	Building Certification	Construction Certification Development assessment Drainage diagrams
Sustainable Development Utilities	Western Riverina Higher Education Project Engineering Design & Approvals	Facilitate Higher Education Opportunities Survey, Design and Drafting Traffic Engineering
Utilities	Waste Services	Solid Waste Management Recycle Collection Solid Waste Collection Landfill operations Weighbridge Quarry
Utilities	Water & Sewerage Services	Water Water Filtration Plant Wastewater Wastewater Treatment Plant Water Quality
Utilities Infrastructure & Operations	Saleyards Parks & Gardens	Saleyards Sports Grounds Parks & Landscapes Noxious Weeds Cemetery
Infrastructure & Operations	Depot	Fleet Management Depot Operations Mechanical Workshop Store
Infrastructure & Operations	Works	Road Construction & Maintenance Cycleways and Footpaths Carparks RMS Works Drainage Maintenance and Construction
Infrastructure & Operations	Airport	Airport Terminal Operations Aerodrome Operations



## Customer Focus Improvement Strategy

No	Item	Description and purpose	February 2015 Status
	<b>CUSTOMER SERVICE POLICY AND STRUCTURE</b>		
1	<b>Review Council policies relating to customer service and amend as necessary to incorporate outcomes of Customer Focus Review</b>	The current Customer Service Policy refers mostly to dealing with difficult customers and needs review. New policies or policy amendments should be completed before end of 2015.	Not commenced
2	<b>Write and publish a Customer Service Charter</b>	To set out the adopted principles of Customer Service the organisation aspires to. Numerous templates to consider.	Scoping commenced
3	<b>Ensure Customer Focus is enshrined in future Community Strategic Plan</b>	To reinforce the expectation, obligation and accountability for customer service.	Opportunity to revise CSP commencing 2015 for 2016
4	<b>Revisit Organisation Vision and Mission to incorporate customer focus</b>	When the time is right to revisit these. Based on proposed Customer Charter.	Not commenced.
5	<b>Review Complaints Management Policy</b>	Define and separate complaints from service enquiries, ensuring closure with complainant and with customised reporting to Management.	Not commenced
6	<b>Clarify division of responsibilities between CSOs and Departments</b>	Customer Focus Team members to discuss with each Department, defined by Level 3 Managers (similar to Standard Work concept of previous customer service review conducted by O. Roche).	Commenced with Planners but will require a series of discussions.
7	<b>Adjustment of position descriptions across the organisation to incorporate customer service KPIs</b>	<p>Template position description now includes customer focus expectations as corporate requirements, as follows:</p> <p><u>Customer and Community Relations</u></p> <ul style="list-style-type: none"> <li>• <i>Ensure an efficient, courteous and professional service to internal and external customers at all times</i></li> <li>• <i>Present a positive image of Council at all times</i></li> <li>• <i>Promote a culture of understanding exceeding customer expectations</i></li> </ul> <p>Include 'customer focus' in new staff induction.</p> <p>Performance Appraisal now includes specific criteria for customer service for all positions.</p>	Finalised but will need review of effectiveness and on-going discussion between employees and supervisors

## Customer Focus Improvement Strategy

No	Item	Description and purpose	February 2015 Status
8	<b>Incorporate expectations into recruitment process</b>	This will follow finalisation of position descriptions. SMT to ensure compliance as recruitment requests proceed for approval.	Finalised
9	<b>Review out of hours contact details and processes</b>	To ensure currency of contact details.	To be completed
10	<b>Review opening hours of front counter</b>	Previous reviews indicated reasonable satisfaction with current 8.15 – 4.00 (but benchmark Councils have counter open later and some operate under standard trading hours 9 - 5). Note: GCC phones open 8 – 5.	Not commenced. Will require data on customer traffic over the course of the day.
11	<b>Customer Focus Project Team (or equivalent, (such as Department Customer Champions) be retained to assist implementation of Improvement Strategy</b>	It will be necessary to retain momentum arising from adoption of these recommendations.	Not yet scheduled. Will require allocation of staff time.
12	<b>Customer Focus Project Team report progress to Council at 6 and 12 months</b>	To identify achievements and remaining challenges, and to propose amendments to Council policies relating to customer service.	Not yet scheduled
<b>CUSTOMER SERVICE CULTURE AND IMAGE</b>			
13	<b>Seek customer feedback</b>	Questionnaires at front counter; facebook/web site; regular (but not too often) customer survey (commencing when short term improvements implemented); integrate with broader community satisfaction surveys; include occasional internal customer survey; use COG as a focus group.	Commenced with COG. Requires design of survey instruments.
14	<b>Initiate staff climate surveys</b>	Important tool to indicate staff morale (itself a possible indicator of attitude to customers). Needs regular survey schedule (typically every two years).	Quotations sought for 2015/16 budget consideration.
15	<b>Customer Service training to all staff</b>	To explain expectations and provide instruction and tools to achieve them.	Not commenced

## Customer Focus Improvement Strategy

No	Item	Description and purpose	February 2015 Status
16	<b>Plain English explanatory notes in official correspondence such as rates notices, DA matters</b>	For each Department to implement. External assistance may be warranted.	Not commenced
17	<b>Uniform selection for front counter</b>	Purpose is to present a consistent and professional image to customers. Budget is limited so a full uniform will not be achieved in the first year.	Finalised
18	<b>Encourage staff exchange</b>	Departmental staff encouraged to spend time in Customer Service and Customer Service Team members encouraged to spend time in Departments and visiting facilities. Designed to create greater two-way understanding. Consider formal secondment options.	Not commenced
19	<b>Department duty officer available</b>	For each organisation unit, a contact person is nominated or a roster is published (by Level 3 Managers) and available to take important calls and messages including during breaks.	In use for certain departments only; to be expanded
20	<b>General Manager and senior staff to attend regular public access booth</b>	To add a higher visibility and access by customers and to set an example to staff.	Not commenced
21	<b>Participate in National Local Government Customer Service Network</b>	Important tool for benchmarking (including service standards), networking and exploration of improvement options.	Under investigation.
	<b>CUSTOMER SERVICE STANDARDS</b>		
22	<b>Standardised greeting for phone and out of office phone</b>	<p>"Good morning/afternoon, Griffith City Council, this is Name, how may I help you?"</p> <p>Minimum: "Griffith City Council, this is Name".</p> <p>"Griffith City Council, this is Name, I am not available at the moment, please leave a message/please contact Name on Number for assistance".</p>	Similar standard has applied in the past but now needs reinforcing. Guide card created and with customer service ready for wider roll out.
23	<b>Name badge worn by all indoor staff when dealing with the public</b>	For consistent professional image and staff identification for customers. First name acceptable for sensitive positions.	In progress. Will need audit of staff requiring badges.

## Customer Focus Improvement Strategy

No	Item	Description and purpose	February 2015 Status
24	<b>Council logo visible for all outdoor staff</b>	In addition to professional image, displays pride in representing Council.	In progress. Will need audit of store clothing.
25	<b>Refresh customer service standards, circulate internally as expectation and incorporate into Customer Service Charter</b>	Answer calls in 4 rings; standard greeting; phone message returned within 1 working day; email reply within 1 working day; letter reply within 5 days; interim response required if investigation will take longer; transfer to officer only once; officer receiving call to take message and ensure it is passed on, even if not their job; re-assign enquiries when action officer has planned leave.	In progress; adopted by customer service team, yet to be rolled out across the whole of the organisation.
<b>CUSTOMER SERVICE SYSTEMS AND PROCESSES</b>			
26	<b>Diligent maintenance of intranet for staff absences</b>	CSO to be advised of all staff absences to enable accurate intranet update.	In progress
27	<b>Diligent notification to CSOs about "What's On", meetings, visitors and other events</b>	CSO to have access to all of these and listed on public web site.	In progress. Investigating options for an electronic "notice board".
28	<b>All staff to apply out of office messages (phone and email) and divert calls</b>	Customers need to know that staff they are trying to contact by direct line are not available. Diversion of calls is preferred so customer talks to a person.	In progress. Will become one of the service standards.
29	<b>Front counter signage and front counter queue management</b>	Extendable queue barrier; improved "What's On" notice board.	Queue barrier finalised.
30	<b>Photocopier at front counter area</b>	Will avoid officers leaving front counter area to take copies etc.	Finalised
31	<b>Modifications to front counter</b>	In progress with CSO Team and Building Maintenance. Remove central shelving (completed); swipe to exit to main offices; install shelving and cupboards at rear of space; install Council logo on backdrop and consider repainting; install new cash drawers; improve duress alarm/warning; install CCTV; install hands free headsets and wide pc screens. Much of this is related to WHS issues and safer management of incident risk.	In progress; subject to budget. Headsets, new cash drawers and wide screens under trial.

## Customer Focus Improvement Strategy

No	Item	Description and purpose	February 2015 Status
32	<b>Install phone software for monitoring call activity and quality</b>	Will enable monitoring of response time and missed calls, and data collection on quantity of phone traffic.	Purchased and configured. Minor debugging required.
33	<b>Install a procedure or device to capture data on front counter enquiries</b>	There is presently no data on the type, volume or rate of enquiries received over the front counter, therefore no way to ascertain if changes to training or roster are necessary.	Under investigation. Quote received for tablet style data recorder. Will be subject to budget bid.
34	<b>Create an Information Library</b>	Constructed to contain searchable first point of contact information. Possibly integrated with CRM, content managed by departments, accessible at CSO work station. Investigate access by the public via Council web site.	Use of CRM piloted. Other systems under investigation.
35	<b>Central and single location on Council web site for corporate forms</b>	Standard format (plain English terminology required; external assistance to design a good form may be warranted); version control; updated once per fin year; Departments responsible for content. Purpose is to ensure correct use of forms and accurate information collection, reduced down time. Possibly accessible by public.	Audit of forms and formats commenced.
36	<b>Improve the “What’s On” section of Council web site</b>	To enable more effective communication from a common portal. Include meeting details and Council events. Integrate with facility and room bookings.	Options for delivery under discussion.
37	<b>Implement a “secret shopper” assessment and reporting system</b>	To be applied to all departments.	Provision made in draft budget but not yet commenced.
38	<b>Instil better discipline on file management and use of other corporate systems</b>	Currently, time is wasted chasing files not marked out, some files and file parts missing, many records not contained on TRIM. Results in inefficiencies and reduced service to customers.	In progress; with Customer Service at present. Expect require tighter file management protocols and reporting on TRIM use.
39	<b>Fine tune CRM to be the tool of choice for customer enquiries</b>	CRM not yet used to its potential. Best way to monitor enquiries and generate performance reports. Majority of customer enquiries currently managed in TRIM and by email need to be conducted via CRM.	Commenced. Enquiries currently allocated via TRIM have CRM generated from 9 Feb as a trial.

## Customer Focus Improvement Strategy

No	Item	Description and purpose	February 2015 Status
		CRM needs to include a check box that ensures the customer loop is closed ("Has the customer been advised of the outcome of their enquiry?") before CRM can be finalised. Customer to be supplied with CRM reference number. Consider separation of complaints from service requests. Consider separate category for Councillor enquiries. Investigate potential integration with Snap, Send, Solve or similar app.	Some additional fine tuning necessary. Customers now provided with CRM reference number.
40	<b>Monitoring of CRM responses</b>	Responsibility of Level 3 Managers. CRM reports to be customised to this level.	Facility available in CRM. Report timing and format to be finalised.
41	<b>Fix backlog of drainage diagrams</b>	Legacy issue relating to past failure to retain drainage diagrams on some property files, resulting in some s149 certificates not issued on time.	Some progress made as staff resources become available.
42	<b>Customer Service performance reports generated monthly and reported to Management, and annually to Council</b>	To ensure trend in performance is monitored, reported and acted upon, including rewarding of outstanding performance.	Not commenced

## GRIFFITH CITY COUNCIL REPORT

**CL05**

**SUBJECT: INTEREST FREE LOAN FOR GRIFFITH REGIONAL ART GALLERY  
AIR-CONDITIONER REPLACEMENT**  
**FROM: Max Turner, Director Business, Cultural & Financial Services**

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### SUMMARY

The Griffith Regional Art Gallery air-conditioning unit for the main gallery exhibition space has failed and due to its age, complete compressor failure and a negative assessment of the option to repair, it is necessary to replace the unit with a new reverse cycle Inverter unit at a cost of approximately \$9,000.

As Council is not the Trustee of the building, the responsibility for providing this infrastructure rests with the War Memorial Trust Committee. Unfortunately, the Trust are not in a position to be able to immediately fund the replacement of the air-conditioner however after having met with members of the War Memorial Trust Committee on Friday 13th February, 2015, the Trust are willing to take on an interest free loan over three (3) years to repay Council for the cost of replacing the unit immediately.

There are a number of reasons that the air conditioning is required as follows;

1. The comfort of both patrons who visit the Gallery and staff having to work in the facility.
2. Ensure the art works on display are not at risk of damage due to incorrect temperature and humidity control.
3. Having controlled air temperatures in the main exhibition space is a fundamental requirement for certain exhibitions, notably Council has the Archibald exhibition touring in July 2015 and for the exhibition to be held, there must be suitable temperature control via air-conditioning available.

### RECOMMENDATION

**(a) Council approve an interest free loan up to \$9,000 to the Griffith War Memorial Trust for capital works (replacement of Art Gallery air conditioner in main exhibition area) at the War Memorial Museum building;**

**(b) The loan be repaid over a three year period with an annual repayment of \$3,000 to be deducted from the annual lease fee payable to the War Memorial Trust each year by Council, and**

**(c) The General Manager and Mayor be authorised to sign the appropriate loan documentation on behalf of Council.**

## **BACKGROUND**

The air conditioner compressor has completely failed in the unit servicing the main exhibition area at the Griffith Regional Art Gallery. This unit is close to 30 years of age and has been assessed that it is not viable to replace the compressor in such an old unit.

Quotes have been obtained from two suppliers and the quote amount \$8,980 incl GST.

There is little or no risk attached to providing the loan funds as Council has a lease arrangement in place with the War Memorial Trust that requires an annual payment of \$7,800 and to repay the loan will simply require a reduction in the amount payable to the Trust. It is anticipated that Council will organise and pay for the works to be completed and will set up the loan with the Trust on completion of work.

## **OPTIONS**

1. As per Recommendation

(a) Council approve an interest free loan up to \$9,000 to the Griffith War Memorial Trust for capital works (replacement of Art Gallery air conditioner in main exhibition area) at the War Memorial Museum building;

(b) That the loan be repaid over a three year period with an annual repayment of \$3,000 to be deducted from the annual lease fee payable to the War Memorial Trust each year by Council, and

(c) The General Manager and Mayor be authorised to sign the appropriate loan documentation on behalf of Council.

2. Council could opt to not provide the loan and forego the opportunity to exhibit higher profile exhibitions such as the Archibald etc.

3. Another resolution as determined by Council.

## **STATUTORY IMPLICATIONS**

### **a) Policy Implications**

Under provisions of FS-CP-702 Loans for Community Organisations & Sporting Bodies.

### **b) Financial Implications**

The relatively small size of this loan would not have any material financial implications for Council.

### **c) Legal/Statutory Implications**

Not Applicable

## **CONSULTATION**

War Memorial Trust Committee  
Senior Management Team

## **STRATEGIC LINKS**

### **a) Growth Strategy Plan**

Not Applicable

### **b) Corporate/Business Plan**

#### QUALITY LIFESTYLE

Our goals

We aim to:

1. have Griffith widely recognised as a centre providing a lifestyle of a high standard;
2. have available locally a range of services commensurate with Griffith's status as a regional centre, and
3. have transport systems and infrastructure that provide for the efficient and safe movement of people and goods.

## GRIFFITH CITY COUNCIL REPORT

**CL06**

**SUBJECT: GRALC GYMNASIUM REPORT**  
**FROM: Max Turner, Director Business, Cultural & Financial Services**

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### SUMMARY

This report has been prepared as a result of the following resolution, in particular Clause (d);

CC01       EXPRESSION OF INTEREST - GRIFFITH REGIONAL AQUATIC  
LEISURE CENTRE FACILITIES (DBCF)  
0438

RESOLVED on the motion of Councillors Neville and Curran that:

- (a) Council reject the Expression of Interest application submitted and provide a letter of advice to the proponent advising of Council's decision.
- (b) Council continue to manage the Gymnasium, Kiosk and Creche until further notice.
- (c) Council staff develop and implement facility improvement plans to enable each facility to maximise its performance until such time as the Master Planning process and capital development of facilities has been completed.
- (d) Should further enquiries be received regarding potential Expressions of Interests, these be investigated by Director Business, Cultural and Financial Services with a formal report provided to Councillors.

The Director - Business, Cultural & Financial Services has held discussions with a number of proponents who had expressed some form of interest in potentially leasing the facility.

The purpose of this report is to provide some certainty going forward so that if Council retains managerial and operational control of the gymnasium facility, it can set about reinvigorating the gymnasium and maximise its performance which has deteriorated over the past 12 months due to the following dynamics;

1. Ongoing uncertainty on whether Council will continue to operate the gymnasium has severely impacted revenue which has suffered a reduction of between \$130,000 to \$150,000 in the 2014/15 year as patrons have not renewed memberships. If certainty returns to operations, much of this income can be generated again over the next 12 - 24 months.
2. Staff have been severely impacted by the ongoing uncertainty and been placed under significant stress about job security and future direction as well as some detrimental effect on staff morale and the resultant incentive to perform their roles optimally however these aspects would improve markedly with operational certainty and staff are very passionate about seeing the facility perform well in the future.

3. The current layout of the gymnasium is less than ideal for an external operator to takeover and be successful as the lack of separate change rooms, toilets and an alternate entrance ties the operating times to those of the Aquatic Centre which may limit the operational abilities and flexibility of trading of a tenant. It will be important to provide the ability for an independent operator to succeed as failure would result in no gymnasium at all and it would prove difficult to re-start and resource the facility from a start up position in the future.

This report has been provided in Open Council however if further discussion was to take place on individual proponents then Council should resolve to discuss the matter in Closed Council to protect the privacy and commercial interests of the individuals who provided information in regards to this matter. A confidential attachment has been provided to Councillors under separate cover, summarising communications with interested parties.

### **RECOMMENDATION**

**(a) Council note the information provided in this report.**

**(b) Council continue to manage the Gymnasium, Kiosk and Creche.**

### **BACKGROUND**

During October / November 2014, Council had undertaken a formal Expression of Interest (EOI) process to gauge the interest and capacity for external gymnasium providers who may have been interested in taking on a lease to provide the service to the public. Through that process, one expression of interest was received however it did not provide sufficient detail to enable a viable assessment to be made for Council's consideration and a recommendation was made to Council to reject the tender received.

Since the close of the EOI process, the Director - Business, Cultural & Financial Services has had some enquiries from four (4) local fitness operators. The outcomes of these discussions are contained in the separate attachment.

### **CONCLUSION & RECOMMENDATION**

Whilst there have been some additional enquiries in regards to potential to lease the gymnasium, there have been no firm offers put forward.

It is recommended that Council continue to manage the Gymnasium, Kiosk and Creche until further notice for the following reasons;

Council is currently in the process of preparing a Master Plan of the Aquatic Centre precinct and will include a schedule of capital works that will be needed for the facility in the future. It would be preferable to wait until this Master Plan is completed, assessed and capital works completed before making a fundamental decision on the future requirements and operating structure of each of the facilities making up the existing Aquatic Centre complex. It may well be that once the facilities are developed that Council would be in a position to maximise a return for leasing such facilities as the gymnasium and creche in the future or improved operational performance may result in Council retaining the facilities entirely.

There is much that can be done to revitalise and improve the performance of the gymnasium and kiosk to ensure these contribute positively to the overall performance

of the centre and with some certainty on the operating structure, staff can put in place plans to carry this out however this will take 12 - 24 months to implement and will not result in an immediate impact. Retaining the gymnasium facilities provides the ability to spread administrative and management overheads against this facility otherwise this would all be absorbed by the pool facilities. The only savings to be gained by closing or leasing the gym would be the direct staff costs which are being recouped from the revenue generated.

The Aquatic Centre gymnasium provides a quite unique service to certain patrons in terms of;

- a) rehabilitation to people recovering from injuries either through work or sport.
- b) offers a range of services to elderly patrons in a safe and non-intimidating fitness environment.
- c) provides a supervised presence ie the facility is manned during opening hours which most other facilities do not.

the loss of these services being provided will impact these people noticeably in particular the older residents who seem to prefer to utilise the Council facility rather than other commercial operators who do not offer the same range of services.

Certainty on the operating and management structure is required to try and improve the financial performance of the Centre and give staff the incentive to carry this out in the future.

## **OPTIONS**

1. As per recommendation;

(a) Council note the information provided in this report.

(b) Council continue to manage the Gymnasium, Kiosk and Creche until further notice.

2. Council may opt to continue to discuss potential leasing options with prospective operators. This will continue to negatively effect operating performance in the short to medium term.

3. Another resolution as determined by Council.

## **STATUTORY IMPLICATIONS**

### **a) Policy Implications**

Not Applicable

### **b) Financial Implications**

Depending on any decision of Council, there may be the potential to lease the gymnasium facility for a semi commercial return. This will depend on whether an operator comes forward with a firm offer and business case for consideration.

### **c) Legal/Statutory Implications**

Not Applicable

## **CONSULTATION**

Potential lease proponents  
Senior Management Team

## **STRATEGIC LINKS**

### **a) Growth Strategy Plan**

Not Applicable

### **b) Corporate/Business Plan**

## QUALITY LIFESTYLE

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1. have Griffith widely recognised as a centre providing a lifestyle of a high standard;
2. have available locally a range of services commensurate with Griffith's status as a regional centre, and
3. have transport systems and infrastructure that provide for the efficient and safe movement of people and goods.

## **ATTACHMENTS**

### **UNDER SEPARATE COVER - CONFIDENTIAL**

(a) Information Analysis – GRALC Gymnasium

## **GRIFFITH CITY COUNCIL** **INFORMATION REPORT**

**CL07**

**SUBJECT: POSSIBLE FUTURE USE OF THE GRIFFITH TRANSIT CENTRE**  
**FROM: Greg Lawrence, Manager of Tourism and Economic Development**

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### **SUMMARY**

At its meeting of 9 December 2014, Council resolved the following:

CL06      GRIFFITH TRANSIT CENTRE

0422

RESOLVED on the motion of Councillors Zappacosta and Thorpe that:

- (a) Council maintain the current opening hours until a further use for the Transit Centre can be determined.
- (b) Manager Tourism and Economic Development to contact Country Link with a view to having them relocate to the Transit Centre.
- (c) Manager Tourism and Economic Development submit a future report regarding other possible users of the centre including the Red Cross Blood Bank.

The purpose of this report is to update Council on the progress of negotiations.

### **RECOMMENDATION**

**Council to note the report.**

### **BACKGROUND**

Since the retirement of the previous operators of Griffith Travel and Transit in June 2013 and the lack of any interested proponent to take on this venture the centre was left open for the use of the travelling public.

A report regarding this went to Council on 9 December 2014. A resolution to investigate future possible uses of the Transit Centre was made.

The Tourism and Economic Development Manager has been in contact with NSW TrainLink (formerly Country Link) Sales Account Manager. The matter has been referred to the Regional Service Delivery Manager for consideration, who has shown initial interest. Further discussions are scheduled and a report will be forthcoming to update Council on negotiations.

Discussions are also continuing with The Red Cross but at this stage it is thought that the site is not well suited and this avenue does not look favourable.

It is suggested that an arrangement with TrainLink is the best outcome for the use of the Transit Centre and it is recommended these discussions continue to a conclusion before investigating alternatives.

## **OPTIONS**

Not applicable for this report.

## **STATUTORY IMPLICATIONS**

### **a) Policy Implications**

Not Applicable

### **b) Financial Implications**

Not Applicable

### **c) Legal/Statutory Implications**

Not Applicable

## **CONSULTATION**

Senior Management Team

## **STRATEGIC LINKS**

### **a) Growth Strategy Plan**

Not Applicable for the purpose of this report.

### **b) Corporate/Business Plan**

Not Applicable for the purpose of this report.



**MINUTES OF THE FESTIVAL OF GARDENS COMMITTEE MEETING HELD IN  
THE COUNCIL CHAMBERS, GRIFFITH ON 5 FEBRUARY 2015  
COMMENCING AT 1.00 PM**

**PRESENT**

Councillor Pat Cox (Chair), Councillor Doug Curran, Ann Lynette Brown (Community), Gaynor Clements, (Community), Eleanor Hancock (Community), Rosa Mackenzie (Community), Rina Mercuri (Community), Maryanne Mitchell (Community), Bruno Plos (Voting), Joy Plos (Voting), David Spence (Alternate), Glennis Spence (Alternate) and June Devery (Alternate), Tara Gunn (visitor).

**STAFF PRESENT**

Manager Tourism and Economic Development, Greg Lawrence; Marketing and Promotions Officer, Paige Campbell and Minute Secretary, Marisa Martinello.  
Quorum = 7

Councillor Cox thanked everyone for coming and wished everyone well for the coming year. Councillor Cox also introduced and thanked Tara Gunn for coming along to the Festival of Gardens Meeting to observe, as she is interested in joining the Committee.

**CL01 APOLOGIES**

**RECOMMENDED** on the motion of Councillor Curran and Maryann Mitchell that apologies be received from Councillor Zappacosta, Councillor Rossetto, Mirella Guidolin, Susan Wegner and Ellen Kelly.

**CL02 CONFIRMATION OF PREVIOUS MINUTES**

**RECOMMENDED** on the motion of Councillor Curran and Lyn Brown that the minutes of the previous meeting held on 4 December 2014, having first been circulated amongst members, be confirmed after the following amendment: addition of Eleanor Hancock to 5.4 Citrus Sculpture Sub-Committee - third dot point.

**CL03 BUSINESS ARISING**

Nil

**CL04 DECLARATIONS OF INTEREST**

Nil

### **CL05 GARDENS**

Councillor Cox asked for nominations for a Sub Committee to organise the gardens this year. Eleanor Hancock, Rina Mercuri and Maryanne Mitchell accepted the role. The Committee will follow the guidelines as per last year. The Sub Committee will give an update at the next meeting.

Mr Lawrence advised that this year will be the 25th Anniversary of the Festival of Gardens. Mr Lawrence asked for the Committee to make the event a special feature this year, research the history of Festival of Gardens and put a display together.

### **CL06 SPECIAL GUEST**

Councillor Cox advised that letters have been sent to Costa and Jason Hodge to be ambassadors for the Festival of Gardens however a response has not been received as yet.

### **CL07 SPONSORSHIP**

Ms Campbell advised that the ambassador needs to be confirmed before asking for sponsorship. Ms Campbell advised that if anyone knows of sponsors to call into or contact her at the Visitors Information Centre.

### **CL08 CITRUS SCULPTURES**

Councillor Cox was pleased to announce that the Citrus Sculptures were the winners of the Australia Day Awards Community Events of the Year.

The Citrus Sculptures event has been a unique feature of the Griffith Festival of Gardens for the past 19 years. The sculptures have grown from 5 in its first year in 1995 to more than 65 in 2014. The sculptures are unique as they are three dimensional works made of oranges and grapefruits lining Banna Avenue for two weeks during the Festival of Gardens.

The sculptures are a huge tourism draw card, attracting thousands of visitors to Griffith. More than 700 volunteers from schools, businesses, service clubs, community organisations and cultural groups installed the 65 sculptures on Sunday 12 October 2014 using more than 100,000 oranges and rubber bands. This event is an example of Griffith's wonderful community spirit as it brings together so many different groups.

Ms Campbell advised that Griffith's Citrus Sculptures has received a boost of \$10,000 in marketing funds from the NSW Government with the event named a NSW Regional Flagship Event for 2015.

Mr Lawrence advised that the grant will provide Griffith City Council and the Visitor Information Centre with the opportunity to raise the profile of the event with the aim of attracting visitors from outside the region. This flagship funding will allow the Festival of Gardens Committee, which manages the event, to raise the profile of the sculptures and help put Griffith on the national map.

Councillor Cox is concerned with consistency of the sculptures being erected. All the sculptures need to comply with the rules. Mr Ceccato has assisted the new applicants with making amendments to their citrus sculpture to meet the requirements in the past. The sub-committee will meet in the following week to address the issues and develop a Citrus Sculpture criteria.

## **CL09 GENERAL BUSINESS**

### **9.1 Window Display**

Councillor Cox advised that the window display will be held once again and that the sub-committee for the window display is Rosa Mackenzie and Gaynor Clements. Councillor Cox advised that the criteria will need to be revised.

### **9.2 Launch**

Councillor Cox advised the Committee that the event needs to grow this year and the following needs to be looked at: timing of the evening, drinks and refreshments, more food required, events and games. The Sub-Committee for the launch event will be Gaynor Clements, Sue Wegner and Councillor Cox.

Mr Lawrence asked the Committees for their thoughts and opinion of having a parade in the main street in conjunction with the launch.

The Committee agreed to have the parade perhaps in the second week after the Citrus Sculptures go up. Mr Lawrence will bring back information eg. insurance, road and traffic rules in having the parade in the main street and issues involved. All community groups will be welcomed to join in the parade.

### **9.3 The Long Table**

The Committee agreed that the weather was perfect and the food was very good and enjoyed by all.

The charge last year was \$35 which just covered the costs. The new costing will need to be put in place as coaches are already booking in for this year and need to know prices of each event.

**RECOMMENDED on the motion of Councillor Curran and Maryanne Mitchell that the ticket cost for joining the Long Table at Pioneer Park be priced at \$50.**

After discussion took place the following was recommended.

**RECOMMENDED on the motion of Maryanne Mitchell and Rina Mercuri that an early bird special of \$40 per person also be offered for ticket cost for joining the Long Table at Pioneer Park Museum.**

The Festival of Gardens events will be held on the 16, 17 and 18 October 2015, garden visits will remain the same as last year.

Mrs Mackenzie is to obtain quotes from Joe Staltare (music) and Tom and Rosa Viselli (catering) for the long table event at Pioneer Park.

Councillor Cox advised that the Committee agreed to have entry to the gardens and food at the gardens priced the same as last year.

Ms Campbell advised that there will be a postcard mail out to Coach and Clubs database.

#### **9.4 Genealogical Society**

Councillor Cox asked the Committee's approval to have a citrus sculpture photo printed on the front of the Genealogical Society's book.

The Committee approved with the condition that the picture had no generic logos. Ms Campbell advised that photos were available at the Visitor Information Centre.

#### **CL10 NEXT MEETING**

The next meeting of the Festival of Gardens Committee is to be held on 5 March 2015 at the Council Chambers at 1.00 pm.

There being no further business the meeting closed the time being 2.05 pm.



**MINUTES OF THE TRANSPORT COMMITTEE MEETING HELD IN THE  
MURRAY ROOM, GRIFFITH ON 9 FEBRUARY 2015 COMMENCING  
AT 5.27 PM**

**PRESENT**

Councillor Simon Croce (Chair), Councillor Doug Curran, Councillor Anne Napoli, James Jackson (Stakeholder), Christine Tomlinson (Stakeholder)

**STAFF PRESENT**

Director Infrastructure and Operations, Dallas Bibby; Director Utilities, Graham Gordon; Traffic Engineer, Mathew Vitucci; Airport Coordinator, Bob Campbell; Road Safety Officer, Greg Balind; Minute Secretary, Leanne Austin  
Quorum = 4

**CL01 APOLOGIES**

**RECOMMENDED** on the motion of Councillor Curran and Christine Tomlinson that apologies be received from Councillor Stead, Ray Ellis, Gerry Wilcox and Joe Rizzo.

**CL02 CONFIRMATION OF PREVIOUS MINUTES**

**RECOMMENDED** on the motion of Councillor Curran and Christine Tomlinson that the minutes of the previous meeting held on 1 December 2014, having first been circulated amongst members, be confirmed.

**CL03 BUSINESS ARISING**

**3.1 Parking Signs for Motorcycles**

Councillor Croce enquired if more motorcycle parking signs will be installed along Banna Avenue? One bay has been recently signposted. Mr Balind is to check the Traffic Committee recommendation in relation to additional locations in Banna Avenue suitable for motorcycle parking.

**CL04 DECLARATIONS OF INTEREST**

Nil.

**CL05 INLAND RAIL FOOD BOWL ROUTE**

Mr Bibby provided the Committee with an overview of the report.

**RECOMMENDED on the motion of Councillor Napoli and James Jackson that the Committee note the report for information.**

**CL06 AIRPORT TERMINAL EXTERNAL SIGNAGE**

The Committee considered a number of options for external signage for the Airport Terminal.

**RECOMMENDED on the motion of James Jackson and Councillor Napoli that the Transport Committee adopt Option B (see Attachment) as the preferred option for improvements to the external signage of the Griffith Airport Terminal building.**

**CL07 ESTIMATED COST OF REPAIRS TO RUNWAY 18/36 (DIRT STRIP)**

The North-South (18/36) Runway at the Griffith Airport was closed in accordance with the recommendation of Council's Civil Aviation Safety Authority (CASA) Airport Inspector and Council's consultant for Airport Technical Inspections in July 2014. Runway 18/36 was considered unsafe for use, due to the two issues of loose stones on the runway and windrows on the edge of the runway, which did not comply with two Civil Aviation Safety Authority standards.

The Transport Committee considered options for remedial action to allow Runway 18/36 to be returned to service.

**RECOMMENDED on the motion of Councillor Curran and Christine Tomlinson that the Committee recommends Option 2 for the repairs to Runway 18/36 at Griffith Airport which includes:**

- (i) Cast windrows, mix and add material as required, grade and roll.
- (ii) Reduce runway to 18 metres wide.

**and that the total estimated cost of \$39,000 to be submitted for consideration to Council's 10 Year Long Term Financial Plan.**

**CL08 ACTION REPORT****Advertising Material in the Airport Terminal**

The Committee discussed various options in relation to advertising and artwork being displayed in the Airport Terminal. Mr Campbell to investigation options.

**Footpaths Kooyoo Street**

Mrs Tomlinson stated her concerns with safety issues in relation to the footpath along Kooyoo Street. Mr Bibby advised this remains listed for works.

## **CL09 GENERAL BUSINESS**

### **9.1 Laybacks at GRALC**

Mrs Tomlinson raised the issue of installation of an additional layback at the GRALC entrance as the current layback is difficult to access. A previous Committee recommendation on 13 May 2013 stated that an additional PAMP ramp be placed at the rear of the five minute drop off zone. Council staff to investigate funding available to install the additional ramp.

### **9.2 Traffic Management NRL Trial Game**

Councillor Curran, on behalf of the organisers of the NRL trial game held over the weekend, expressed thanks to Council staff for traffic management services provided.

### **9.3 Truck Parking RMS**

Councillor Curran advised that he had been approached by a truck driver requesting a truck parking area near the RMS office in Yambil Street. Council staff to investigate options for parallel parking for trucks along Yambil Street near the RMS.

### **9.4 RMS - Safety Issues Heavy Vehicle Operators**

Mr Balind advised that 10% crashes in the LGA involve trucks. The RMS wish to call a meeting to help improve safety. Mr Balind will invite members of the Heavy Vehicle Working Party and any other interested parties. The meeting will inform heavy vehicle operators of strategies the RMS have in place including fatigue management strategies.

### **9.5 Garbage Collection Fawcett Drive**

Mr Jackson suggested that residents along Fawcett Drive Lake Wyangan place their bins on one side of the street to assist with garbage collection. Currently the garbage truck is required to turn around down Boorga Road to complete collection along Fawcett Drive.

### **9.6 Airport Update**

Mr Campbell advised drainage work is to commence at the airport in the next few weeks. Car park work is to commence with the installation of garden beds/dividers between parking bays. REX and Par Avion numbers were down due to the reduced number of flights however numbers are back up now that the normal flight schedules have resumed.

### **9.7 City to Lake Fun Run**

Councillor Napoli enquired if the Traffic Management Plan for the City to Lake Fun Run is in order? Mr Vitucci advised Police have been notified and Council staff need to update the Lake entrance and exit TCP. Mr Vitucci is to update the plans and provide to Council's Works Engineer. Councillor Napoli thanked staff for their assistance in this matter.

### **9.8 Discussion on Banna Lane Parking**

Councillor Croce raised the issue of parking along Banna Lane, following feedback from some shop owners. The Committee discussed various options. Current signage to remain as is.

**CL10 NEXT MEETING**

The next meeting of the Transport Committee is to be held on 09/03/2015 at 5:30 pm in the Murray Room.

There being no further business the meeting closed the time being 6:14 pm.

**ATTACHMENTS**

(a) CL06 - Airport Terminal External Signage - Option B

(a) CL06 - Airport Terminal External Signage - Option B

# Griffith Airport Signage - Option B

Paint fascia navy blue and feature column earth red in keeping with existing building colours.

Option B is a relatively inexpensive and simple option for amending the airport signage. Colouring the feature colour earth red provides a pleasant rhythm with the entrance features.





**MINUTES OF THE TRAFFIC COMMITTEE MEETING HELD IN THE MURRAY ROOM, GRIFFITH ON 10 FEBRUARY 2015 COMMENCING AT 10:30 AM**

**PRESENT**

Councillor Doug Curran (Chair), Sergeant Mark Andrews (Police), Michael Buckley (RMS), Adrian Piccoli (MP) or John Bonetti (representing Adrian Piccoli)

**STAFF PRESENT**

Traffic Engineer, Mathew Vitucci; Road Safety Officer, Greg Balind; Director of Utilities; Graham Gordon, Minute Secretary, Jenny O'Donnell-Priest

**CL01 APOLOGIES**

**RECOMMENDED** on the motion of RMS and Police that apologies be received from Engineering Design & Approvals Manager, Joe Rizzo.

**CL02 CONFIRMATION OF PREVIOUS MINUTES**

**RECOMMENDED** on the motion of RMS representative and John Bonetti that the minutes of the previous meeting held on 2 December 2014, having first been circulated amongst members, be confirmed.

**CL03 BUSINESS ARISING**

**3.3 City to Lake Fun Run**

Mr Vitucci advised that the Traffic Management Plan for the exit out of the lake requires amendment. Once completed Mr Vitucci will send an electronic copy to Committee members for approval.

**3.5 TMP Dom's Motors**

It was reported that Dom's Motors have breached conditions of the recently approved Traffic Management Plan. The Committee discussed these breaches and Council's Planning Compliance are monitoring and if any other issues will be brought back to the Committee. Councillor Curran requested that a meeting be called with the proprietor of Dom's Motor to discuss this matter.

## 10.1 Speed Reviews

RMS stated that the review will be done by the end of this financial year.

### **CL04 DECLARATIONS OF INTEREST**

Nil

### **CL05 INSTALLATION OF NO STOPPING ZONE - JENSEN ROAD**

An application was received by Council from the operators of a packing distribution centre for traffic management treatment to be applied on Jensen Road between Lasscock Road and Bridge Road to allow for more appropriate b-double access into the said distribution centre. The Traffic Committee discussed options and merits of the application.

**RECOMMENDED on the motion of RMS Representative and Sgt Mark Andrews that there be installation of a No Stopping zone on the western side of Jensen Road extending 20 metres to the north and 20 metres to the south of the driveway associated with 8 Jensen Road.**

### **CL06 REMOVAL OF NON-COMPLIANT TASAC SIGNAGE**

The Committee discussed the decision from TASAC (Tourist Attraction Signposting Assessment Committee) resulting from a request for the retention of signs associated with several wineries which did not meet TASAC signage criteria in the Griffith LGA. A reply from Destination NSW reveals there is no provision for signs to remain for those wineries and the initial direction to have those signs removed is to stand.

The Committee then went on to discuss responsibilities and possibility of future reinstatement if the TASAC guidelines were to be reviewed. It was deemed appropriate for Council to remove the signs and send an invoice for reimbursement to the RMS. Council will hold the signs in storage in case of reinstatement in the future.

**RECOMMENDED on the motion of Sgt Mark Andrews and RMS representative that the Committee noted the decision of TASAC relating to signage associated with non-compliant wineries and act in accordance with the request of Destinations NSW.**

#### **SMT Comment**

Should Council adopt the above recommendation it would be the intention of SMT to forward an invoice for the removal of signs to TASAC and upon payment the signs will be removed.

### **CL07 SPEED REDUCTION, INSTALLATION OF CHEVRON ALIGNMENT MARKERS AND DOUBLE BARRIER LINES - WHITE ROAD**

Complaints have been received from residents in relation to safety concerns at the intersection of White Road and Boyle Road, Tharbogang. A subsequent inspection of the intersection revealed treatment is required to improve the safety of the same.

The Committee discussed proposed traffic treatment for the intersection.

**RECOMMENDED on the motion of John Bonetti and RMS representative that the following be completed:**

(a) installation of Chevron Advisory Markers as per AS 1742.2

(b) application of double barrier lines for 300 metres on White Road taking in the intersection of Boyle Road;

(c) a request be forwarded to the RMS to review the speed zone with view of reducing the in the speed limit from 100K/H to 80K/H on White Road for a distance of 2.5 kilometres from the Kidman Way.

#### **CL08 BANNA LANE - SIGHT DISTANCE AT ULONG STREET INTERSECTION**

Council has received a complaint from Mr Steven Bertoldo regarding the lack of sight distance at the intersection of Banna Lane and Ulong Street.

The Committee reviewed the recommendation to extend the No Stopping zone six (6) metres north along the eastern side of Ulong Street and installation of a Stop sign on Banna Lane. The Committee discussed whether treatment was justified as it was noted that autonomous due diligence is taken in the area.

The following points were noted:

- there is no speeding issue
- the position does not fully meet the stop sign criteria
- Sgt Andrews stated that there have been no reported accidents

**RECOMMENDED on the motion of Sgt Mark Andrews and John Bonetti that no treatment be given to the eastern side of Ulong Street or Banna Lane at this time but for the area to be monitored and Council staff member to inform complainant.**

#### **CL09 ACTION REPORT**

The Traffic Committee Action Report was reviewed and updated.

#### **CL09 GENERAL BUSINESS**

##### **9.1 TMP for the NRL trial match**

Sgt Andrews stated that congestion and risk of pedestrian conflict occurred through Coolah Street. It was noted that with the organisers were given the original TMP and not the correct amended version. It was also noted that improvements would need to be made for any future events of the same and Council would need to liaise with Griffith Leagues Club organising members.

##### **9.2 RMS Update**

The RMS representative gave updates on the following:

- Kidman Way Works at Willbriggie (issue with rail).
- Ebert Street (industrial area) proposed installation of boom gates. The Committee raised concern over semi and b double entry and exit and discussed traffic options (delay between lights and boom gates coming down). RMS representative to investigate. Councillor Curran also suggested to raise this issue with the Heavy Vehicle Working Party

- Speed Zone reviews will be completed by the end of this financial year (Traffic members requested that they be notified of the changes as they occur so as to communicate to the public).

### **9.3 Pedestrian (Motorised Scooter)**

It was reported that a pedestrian travelling on a motorised scooter was knocked over at the exit of McDonald's Restaurant. The issue will be raised at the Access Committee. The incident was not reported to Police. The Committee discussed traffic treatment options e.g. speed humps but this has been discounted in the past.

The incident will be discussed with the Manager of McDonald's Restaurant with viable solutions to be investigated.

### **9.4 Griffith RSL ANZAC Day March**

Griffith RSL Sub-Branch is holding the annual ANZAC Day march and memorial services on Saturday, 25 April 2015. The event will require the closure of Banna Avenue, from Jondaryan Avenue to Ulong Street. A traffic management plan and traffic control plan have been prepared for the event. The Committee reviewed the request and with the alteration of positioning of detour signage approved of the Traffic Management Plan.

**RECOMMENDED on the motion of John Bonetti and Sgt Mark Andrews that the Traffic Management Plan for the Griffith RSL ANZAC Day March to be held on Saturday 25 April 2015 be approved.**

### **9.5 Road Train Routes**

Mr Bonetti enquired as to whether the 12 month road train route trial was successful and if this had now been gazetted? He also queried progress on River Road Carrathool. Mr Vitucci confirmed that the trial period had ended and will bring maps to the next meeting.

### **CL10 NEXT MEETING**

The next meeting of the Traffic Committee is to be held on 10 March 2015 in the Murray Room, Griffith City Council commencing at 10:30 am

There being no further business the meeting closed the time being 11.43 am.

At this point in the meeting, Sgt Mark Andrews advised that he would not be attending future Traffic Committee meetings as he has accepted a transfer. Councillor Curran thanked Sgt Andrews for his time and input on traffic committee items.



**MINUTES OF THE GRIFFITH LOCAL EMERGENCY MANAGEMENT COMMITTEE  
HELD IN THE COUNCIL CHAMBERS, GRIFFITH ON 10 FEBRUARY 2015  
COMMENCING AT 12.30 PM**

**PRESENT**

Voting Members - Councillor Anne Napoli (Chairperson), Andrew Cozens (NSW Fire & Rescue), Jason Wall (NSW Rural Fire Service), Scott Wilkinson (NSW Police), John Murphy (NSW Ambulance Service), Andrew Long (NSW Ambulance Service), Steve Mortlock (NSW State Emergency Service).

Non-Voting Members - Scott Fullerton (REMO), Scott Norris (NSW State Emergency Service), David Hennock (APA Group), Stuart Larkin (Workcover NSW)

**STAFF PRESENT**

Dallas Bibby (LEMO, Engineering Operations Staff), Anne Roser (Minute Secretary), Bob Campbell (Airport Coordinator), Renae Foggiato (GCC Health Services), Manjit Chugha (LEMO - Alternate, Engineering Operations Staff).

**CL01 APOLOGIES**

**RECOMMENDED** on the motion of Steve Mortlock and Jason Wall that apologies be accepted from Councillor Leon Thorpe, Mayor John Dal Broi, Darren Wallet (EPA), Pepita Rowell (DOCS), Andrew Ticehurst (NSW Fire & Rescue), Meredith Whittaker (Health Services), and Richard Jones (NSW Fire & Rescue), Michael Rowan (Superintendent - NSW Police), Matthew Ross (NSW Rural Fire Service), Stephen Pearce.

**CL02 CONFIRMATION OF PREVIOUS MINUTES**

**RECOMMENDED** on the motion of Steve Mortlock and John Murphy that the minutes of the meeting held on the 14 October 2014, having first been circulated amongst members, be confirmed.

**CL03 BUSINESS ARISING**

Nil

**CL04 DECLARATIONS OF INTEREST**

Nil

**CL05 PRESENTATION BY THE APA GROUP ON GAS AWARENESS TRAINING**

David Hennock from the APA Group provided a presentation on Gas Awareness Training.

**CL06 REMO REPORT**

Scott Fullerton (REMO) provided an overview of his Riverina Murray REMO Report (Attached)

**RECOMMENDED on the MOTION of Andrew Cozens and Steve Mortlock that the report be accepted.**

**CL07 LEOCON REPORT**

Due to the LEOCON's absence, nil to report.

**CL08 EMERGENCY SERVICES REPORT**

- Andrew Long (NSW Ambulance) advised period has been quiet. One chemical spill, HAZMAT called and several people evacuated.
- Andrew Cozens (NSW Fire & Rescue) advised there had a been a fatality in house fire in Macarthur Street. Report to go to Coroner.
- Jason Wall (NSW Rural Fire Service) provided an overview of his report (Attached).
- Steve Mortlock (NSW State Emergency Service) advised there only been a few minor incidents.

**CL09 LEMO REPORT**

Dallas Bibby (LEMO) advised there had been some very severe car accidents and fatalities that had been very difficult for staff. Fortunately nil since Christmas.

**CL10 GRIFFITH AIRPORT OPERATIONS AND SAFETY MANAGEMENT SYSTEM**

Bob Campbell (Airport Coordinator) advised that works to commence shortly on drainage system and car park. Council applying for funding for an upgrade of runway.

**CL11 GENERAL BUSINESS**

Steve Mortlock (NSW State Emergency Service) advised they must complete Urban Search and Rescue (USAR) Training.

**CL12 NEXT MEETING**

The next meeting of the Local Emergency Management Committee will be held on Tuesday, 9 June 2015 in the Council Chambers commencing at 12.30 pm.

There being no further business, the meeting closed at 12.50 pm.

**ATTACHMENTS**

- (a) REMO Report
- (b) NSW Rural Fire Service Report

## (a) REMO Report.


**Riverina Murray  
Emergency Management Region**

 Deniliquin Office (Riverina Murray West) - Region EMO - Scott Fullerton  
 Wagga Office (Riverina Murray East) - Region EMO - Owen Plowman

**Riverina Murray REMO Report to LEMCs – February 2015.**
**EM Planning**

- 1.1 The template for Local EM plans was presented to the Riverina Murray REMC at its meeting on November the 26<sup>th</sup>. The presentation included strategies/processes for LEMCs to implement the new planning arrangements at local level. This template has been trialled in several areas and has been well received. REMOs will now begin to facilitate the implementation process for the transition to the new Local EM Plan across our Emergency Management Region. Initially the REMOs will brief LEMCs on the template and planning process, then assist LEMCs as they work through the planning process. It is envisaged that the transition to the new Local EM Plan for all LEMCs will be completed by the end of 2016.
- 1.2 EOC IMS – a robust electronic information management system called “EMOS” for use in EOCs (all hazards) utilises the NSW RFS ICON electronic information platform. The system is due for rollout February/March 2015.

**Training & Capability**

- 2.1 Scheduled Riverina Murray EM Training activities have been concluded for the current calendar year, the table below lists MPES approved & funded activities completed, cancelled and remaining in the current financial year.

Note: Nomination for all activities is now to be complete online at: [www.emergency.nsw.gov.au](http://www.emergency.nsw.gov.au)

Training Course	Activity Number	Location	Dates	Course Manager
Intro to EM	1415/201	Deniliquin	Completed	REMO Scott Fullerton
EOC Concepts	1415/202	Deniliquin	Completed	REMO Scott Fullerton
Intro to EM	1415/203	Narrandera	Cancelled	REMO Owen Plowman
Ex Management	1415/204	Narrandera	Cancelled	REMO Owen Plowman
Intro to EM	1415/205	Wagga Wagga	Completed	REMO Owen Plowman
EOC Concepts	1415/206	Wagga Wagga	Completed	REMO Owen Plowman
Intro to EM	1415/207	Albury	Completed	REMO Owen Plowman
EOC Concepts	1415/208	Albury	Completed	REMO Owen Plowman
Evac Management	1415/209	Tumbarumba	Completed	REMO Owen Plowman
Intro to EM	1415/210	Griffith	Completed	REMO Scott Fullerton
EOC Concepts	1415/211	Griffith	Completed	REMO Scott Fullerton
Manage Emergency Ops	1415/212	Griffith	12,13,14/5/15	REMO Scott Fullerton
Evac Management	1415/213	Narrandera	1 -2/4/15	REMO Owen Plowman
LEMO/ LEOCON Exercise	1415/214	Griffith	27&28/5/2015	REMO Scott Fullerton

- 2.2 Note: the MPES Emergency Management Overview Course is now available online at: [www.emergency.nsw.gov.au](http://www.emergency.nsw.gov.au)

**Exercises**

- 3.1 The NSW Police Force Simulated Operations Unit ran a Hydra Exercise in Deniliquin on the 3<sup>rd</sup> September. This exercise was well attended by all agencies. A further Hydra style exercise is planned to run in Wagga Wagga in the first half of 2015.

**Coming Activities**

- 4.1 The Next Meeting of the Riverina Murray Regional Emergency Management Committee (REMC) will take place in Deniliquin on Wednesday the 25<sup>th</sup> March 2015.


**Regional Emergency Management Officer Contact Details**

Scott Fullerton  
 Riverina Murray Emergency Management Officer (West)  
 Mobile: 0429 819 745  
 Or E-mail at: [fullis@police.nsw.gov.au](mailto:fullis@police.nsw.gov.au)

Owen Plowman  
 Riverina Murray Emergency Management Officer (East)  
 Mobile: 0429 154 619  
 Or E-mail at: [plowlow@police.nsw.gov.au](mailto:plowlow@police.nsw.gov.au)

## (b) NSW Rural Fire Service Report.

**LEMC Meeting Report February 2015**NSW Rural Fire Service - MIA District

The Bushfire Danger period started early 13th October in the MIA District and was busy late 2014. 2015 has been fairly quiet so far with cooler weather and rain in January easing the pressure. The busiest period has been December with lightning storms resulting in multiple fire ignitions.

30th November	Carrathool	Boorga Rd	300ha
12th December	Leeton	River Rd	10ha
15th December	Murrumbidgee	Tubbo Station	200ha
15th December	Hay	Nullabor	37ha
16th December	Narrandera	Five Mile	20ha
16th December	Griffith	Brogden Rd	40ha

Volunteer crews from the MIA District have been sent interstate on three occasions, to Victoria on 17th December, Victoria on 3rd January and South Australia on 5th January.

*Digital Radio Roll out. commence within next month.*

**GRIFFITH CITY COUNCIL**  
**REPORT**

**SUBJECT: QUESTION TIME**

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**RECOMMENDATION**

(Council note: Questions as recorded in the Minutes are exact copies of the material provided by the member of public asking the question).

## OUTSTANDING ACTION REPORT

FOR THE ORDINARY MEETING OF COUNCIL 24 FEBRUARY 2015

Council Meeting Date	Meeting Item	Action Officer	CRM No.	Minute No.	Council Resolution	Additional Information
27 Jan 2015	<b>CL01 ADOPTION OF BUSINESS, CULTURAL &amp; FINANCIAL SERVICES DIRECTORATE POLICIES</b>	DBCf	8263/2015	15/005	RESOLVED on the motion of Councillors Cox and Neville that: (a) Council endorse the draft Business, Cultural & Financial Directorate Services Policies for public exhibition for a period of 28 days. (b) Following the public exhibition period, if no submissions are received the policies be considered formally adopted. (c) Policies that receive a submission be reported back to Council. Mr Turner to investigate rate subsidy status for the aged as Policy FS-CP-201 Homes for the Aged - Rates and Charges is being deleted as this policy is considered obsolete as it is no longer applicable (was a S558 requirement). Policy CC-CP-201. Griffith Regional Art Gallery Acquisitions Policy refers to a collection policy that has not been sighted by Councillors. Mr Turner stated that he will investigate.	15/02/15: Update – policies on exhibition until 6 March. Mr Turner has responded to Councillors in regards to Policy FS-CP-201 Homes for the Aged - Rates and Charges & is still investigating Policy CC-CP-201 reference to the Collections Policy.
9 Dec 2014	<b>TENDER 1-14/15 - PROPOSED NEW MECHANICAL WORKSHOP FOR GRIFFITH CITY COUNCIL, 32-34 JENSEN ROAD, GRIFFITH.</b>	PPUD	7415	0439	RESOLVED on the motion of Councillors Curran and Stead that:  (a) Council resolve to reject all tenders submitted for Tender 1-14/15 - Proposed new Mechanical Workshop for Griffith City Council at 32-34 Jensen Road, Griffith, due to all tenders being significantly above the	12/01/2015: Contact has been made with builders and engineers. Report back to Council by 10 February 2015.  16/02/15: Council staff continue to work with structural engineer and lead contractor to quantify cost savings.

## OUTSTANDING ACTION REPORT

FOR THE ORDINARY MEETING OF COUNCIL 24 FEBRUARY 2015

					<p>adopted budget for the project.</p> <p>(b) Council resolve not to call fresh tenders for Tender 1-14/15 as a sufficient pool of tenderers with which to negotiate is available.</p> <p>(c) Council resolve to authorise the General Manager to negotiate with Forlico Builders, being the preferred tenderer following evaluation, with a further report to be presented to Council within 60 days.</p>	
9 Dec 2014	<b>GRIFFITH TRANSIT CENTRE</b>	MTED	7404	0422	<p>RESOLVED on the motion of Councillors Zappacosta and Thorpe that:</p> <p>(a) Council maintain the current opening hours until a further use for the Transit Centre can be determined.</p> <p>(b) Manager Tourism and Economic Development to contact Country Link with a view to having them relocate to the Transit Centre.</p> <p>(c) Manager Tourism and Economic Development submit a future report regarding other possible users of the centre including the Red Cross Blood Bank.</p>	<p>13/12/2014: Noted and will contact Country link as well as in discussions with operators.</p> <p>02/02/2015: Mr Lawrence has contacted Countrylink seeking a response.</p> <p>27/01/15: Councillor Zappacosta requested an update on the Griffith Transit Centre with Countrylink to be contacted. Mr Southorn advised that he had received no additional information since the report but will follow this up.</p> <p>16/02/15: Information report prepared for Council Meeting of 24 Feb 2015.</p>
25 Nov 2014	<b>MINUTES OF THE TRAFFIC COMMITTEE MEETING HELD ON 11</b>	GM	7094	0413	<p>RESOLVED on the motion of Councillors Balind and Napoli that as part of the development of the private</p>	<p>02/12/2014: Finalised. Email to Emma Jowsey 2 Dec requesting parking issue be included on</p>

## OUTSTANDING ACTION REPORT

FOR THE ORDINARY MEETING OF COUNCIL 24 FEBRUARY 2015

	<b>NOVEMBER 2014</b>				hospital that all avenues be investigated to increase parking in the hospital precinct.	next meeting of PCG. 19/01/2015: Council staff to meet with Griffith Base Hospital staff to discuss future parking requirements in hospitals precinct. 02/02/2015: Meeting held with GBH representatives 22/01/2015. Ongoing communications will occur during construction phase.
25 Nov 2014	<b>COUNCILLOR QUESTION TIME COUNCILLOR CROCE</b>	MES	7095		Consider Council meetings in villages for the next year as has been done in the past. To be alternated. The Mayor advised this would be considered.	05/12/2014: Report prepared for SMT for consideration - 8 December 2014. To be workshopped 17 February 2015.
11 Nov 2014	<b>REVIEW OF PUBLIC SUBMISSIONS GRIFFITH LOCAL ENVIRONMENTAL PLAN 2014</b>	DSD	6840/2014	0387	RESOLVED on the motion of Councillors Zappacosta and Stead that: Council choose option 3 of the report i.e.- Inclusion of Lands Along Rose Road in LUS Review i.e. (a) Council note the recommendations made in the Planning Report "Review of Public Submissions and Lands Supply Draft LEP 2013 Griffith City Council" prepared by Salvestro Planning. (b) Council amend the Griffith Land Use Strategy: Beyond 2030 (LUS) with the purpose of: (i) Carrying out a thorough locational analysis of all undeveloped lands presently zoned for rural residential	01/12/2014: Council staff are consulting with the affected land owners. 16/02/2015: Status of investigations to be reported to Council meeting 10 March.

## OUTSTANDING ACTION REPORT

FOR THE ORDINARY MEETING OF COUNCIL 24 FEBRUARY 2015

					<p>development with a view of potentially back zoning lands or altering minimum lot sizes; (ii) Should the analysis determine that lands presently zoned R5 - Large Lot Residential are under-utilised or inappropriate for rural residential development and additional lands are needed for these purposes, the lands or a portion of the lands associated with the following submissions shall be considered as candidate sites: - Submission No. 7 - Lots 726 and 727 DP 46245 (Corner of Boorga Road and Mallinson Road) (11 Ha) - Submission No. 23 - Lot 115 and 116 DP 751743, Lot 679 DP 39618, Lot 2 DP 817588, Lot 2 DP 1154593, and Lots 120,134,135,136 DP 751743 (North side of Mallinson Road)(85.14 Ha) -Submission No. 32 - Lot 2 DP 870431, Lots 899, 900, 901, 1106, 1402 DP 751709, Lot 2 and 5 DP 1128694 and Lot 2 DP 802981. (Western Side of Beelbangera Road between Clifton Boulevarde and Calabria Road) (80 Ha) (iii) Reviewing the suitability of classifying a portion of the lands with frontage to Rose Road known as Lot 1791 DP 4129 (Farm 1290 Harward Road) for residential purposes (iv) Reporting the amended LUS to Council for adoption and sending the document to the Department of Planning and</p>	
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## OUTSTANDING ACTION REPORT

FOR THE ORDINARY MEETING OF COUNCIL 24 FEBRUARY 2015

					Environment for approval. (c) Should the amended LUS be approved by the Department of Planning and Environment, Council prepare a Planning Proposal to enact the amendments to the LUS and subsequently amend the Griffith Local Environmental Plan 2014, with this Planning Proposal reported to Council for consideration. (d) The owners of the affected properties be informed in writing of Council's decision.	
11 Nov 2014	<b>QUESTION TIME – SISTER CITY TRIP TO ITALY</b>	MES	6850		Councillor Thorpe asked the following question: "Re: Griffith Community Visit to Italy With various folk asking Cr Thorpe for details relative to the visit to Italy in six or so months, can we now advise our Council Communications Officer to kindly issue a public statement telling details and dates concerning this important community event" This information would certainly assist people in their planning. Thank you".	01/12/2014: Deadline for proposals from travel agents was Friday 28th November.  EOI for appointment of Travel Agent under evaluation. Preferred agent to be appointed in December and itinerary finalised in January.  19/01/2015: Travel Agent has been appointed (Let's Travel & Cruise). Awaiting information from Italy regarding itinerary. An information session promoting the trip will be held in early February.  02/02/2015: Meeting scheduled  16/02/2015: Meeting held on 2 February with 16 interested parties. Deadline for travel package expires Friday 20 Feb

## OUTSTANDING ACTION REPORT

FOR THE ORDINARY MEETING OF COUNCIL 24 FEBRUARY 2015

						2015. Received correspondence from Presidente Giovanni Bertoni on 4 Feb and a response letter from the Mayor sent 11 Feb confirming travel dates with a draft itinerary attached.
11 Nov 2014	<b>QUESTION TIME – “HANDS OFF – COMMUNITY STRATEGY”</b>	DSD	6853		Councillor Rossetto asked the following question: "Where is the "Hands Off" Griffith Community Violence Strategy up to?" Question taken on notice with a response to be provided to all Councillors.	01/12/2014: Court day was held on 26 Nov with 3 Councillors in attendance. Matter to be considered at first meeting of the Communities Committee in 2015.  19/01/2015: Communities Committee meeting 17 February 2015.
11 Nov 2014	<b>QUESTION TIME – ODOUR EMISSIONS FROM THE GWRP</b>	DU	6854		Councillor Zappacosta asked the following question: "Why has our water reclamation plant been emitting odours lately?" The Mayor reported that a report was forthcoming from Director of Utilities, Mr Graham Gordon but advised that Council were aware of this and were working on strategies to resolve issue.	01/12/2014: Strategies to reduce odour being investigated including optimising the plant operation, biosolids being sent to lab for testing (18/11) to get EPA classification. Awaiting results of classification before determining further strategy. EPA contacted in relation to offsite disposal of biosolids. Awaiting further information.  19/01/2015: Still waiting on testing results. Will be reported to the meeting of Utilities Committee on 19 February.

## OUTSTANDING ACTION REPORT

FOR THE ORDINARY MEETING OF COUNCIL 24 FEBRUARY 2015

14 Oct 2014	<b>BUSINESS ARISING - STATUS OF DEVELOPMENT COMPLIANCE, REAL JUICE COMPANY</b>	DSD	6323	0330	Council allow Real Juice three (3) months to comply with the DA conditions in relation to Waste Water Management and suspend further enforcement action against Real Juice with respect to non-compliance with conditions of consent in relation to their waste water management plan during this three (3) month period.	3/11/2014: To be reviewed January 2015.  19/01/2015: Waste water management plan submitted in December 2014. Staff comments returned to Real Juice in December. Awaiting company response.
8 Apr 2014	<b>REVIEW OF SERVICES - GRIFFITH CITY COUNCIL</b>	GM	2438/2014	0112	<p>(a) Council endorse in principle the 'Review of Council Readiness for Best Value Reviews' Report inclusive of recommendations contained therein, subject to any amendments as determined by Council</p> <p>(b) The General Manager prepare a report for Council's consideration in terms of an implementation plan for the various recommendations referred to in (a) above.</p> <p>(c) (i) Council undertake the Customer Focus Review across the entire organisation commencing in the current financial year (2013/14) and a variation be made to the budget through the March 2014 quarterly review process to undertake this project. (ii) That Blackadder Associates be engaged to assist with this review using Best Value Review Methodology.</p>	<p>05/05/2014: Customer Focus Service review scheduled to commence prior to 30 June.</p> <p>General Manager's report regarding implementation of various recommendations to be prepared in conjunction with Customer Focus Review.</p> <p>30/06/2014: Report being presented to meeting of 8 July.</p> <p>14/07/2014: Implementation plan adopted by Council 8 July 2014.</p> <p>28/07/2014: Blackadder &amp; Associates on site to commence customer focus review 13 August.</p> <p>14/08/2014: Customer focus review commenced.</p> <p>01/09/2014: Report to Council by February 2015.</p> <p>19/01/2015: Report regarding</p>

## OUTSTANDING ACTION REPORT

FOR THE ORDINARY MEETING OF COUNCIL 24 FEBRUARY 2015

				<p>(d) Council undertake the Roads Design, Construction, Maintenance and Associated Services Best Value Review during the 2014/15 financial year and that provision be made in Council's draft 2014/15 budget (Operational Plan) for this purpose.</p> <p>(e) As a matter of Policy, Council undertake the Customer Focus Review and Roads - Design, Construction, Maintenance and Associated Services Review with the objective of achieving best practice. These two reviews will not result in outsourcing of these services provided performance is better or comparable to DLG benchmarks.</p>	<p>Customer Focus Review being prepared for 24 February 2015 Council meeting. Some improvements have already been commenced.</p> <p>Expression of Interest for roads design, construction and maintenance has been called. Review to commence March/April following Customer Focus Review.</p>
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